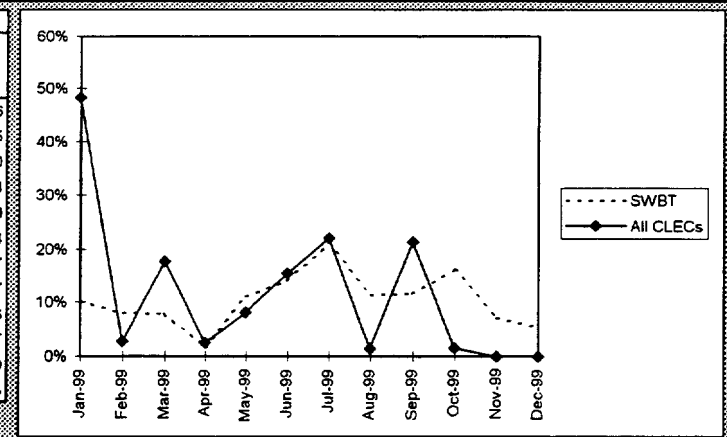


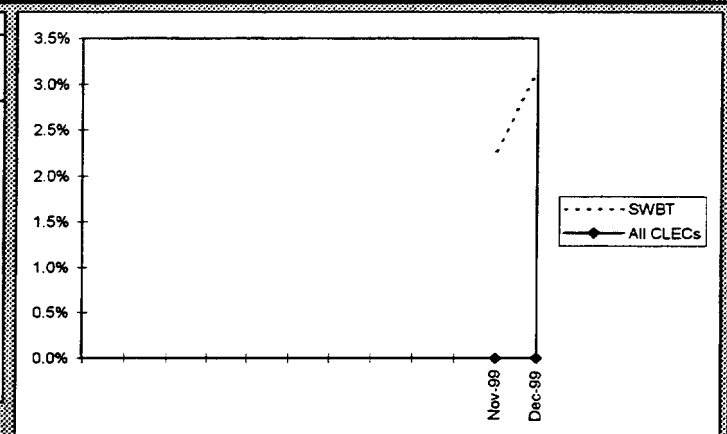
Provisioning - Specials (Resale)

Percent SWBT Caused Missed Due Dates

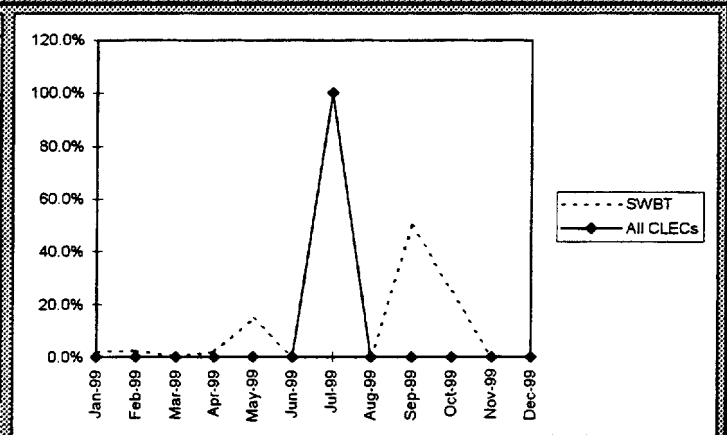
Measurement No. 45	VGPL				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	176	85	48.3%	10.4%	12.56
Feb-99	72	2	2.8%	8.2%	-1.65
Mar-99	107	19	17.8%	8.0%	3.40
Apr-99	80	2	2.5%	1.7%	0.54
May-99	73	6	8.2%	11.3%	-0.80
Jun-99	97	15	15.5%	14.2%	0.34
Jul-99	77	17	22.1%	21.2%	0.17
Aug-99	68	1	1.5%	11.5%	-2.57
Sep-99	159	34	21.4%	11.8%	3.38
Oct-99	134	2	1.5%	16.3%	-4.57
Nov-99	106	0	0.0%	7.4%	-2.90
Dec-99	63	0	0.0%	5.6%	-1.93
12 Mo. Total	1,212	183	15.1%	9.9%	



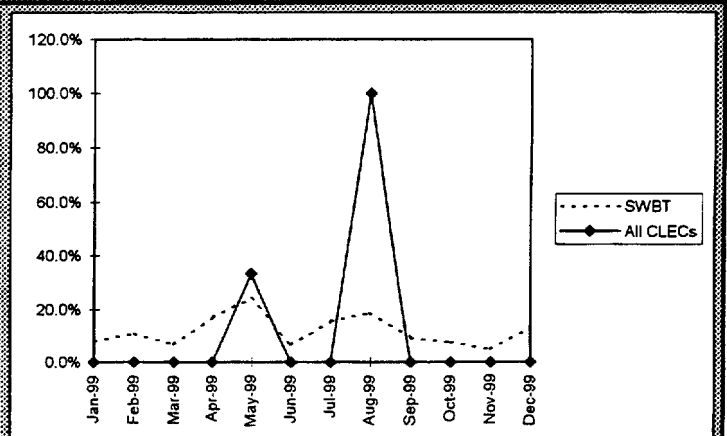
	Digital Subscriber Line (DSL)				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Nov-99	3	0	0.0%	2.3%	Base < 10
Dec-99	1	0	0.0%	3.1%	Base < 10
12 Mo. Total	4	0	0.0%		



	DDS				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	0	0	n/a	2.1%	Base < 10
Feb-99	0	0	n/a	2.7%	Base < 10
Mar-99	0	0	n/a	0.5%	Base < 10
Apr-99	0	0	n/a	2.2%	Base < 10
May-99	0	0	n/a	14.7%	Base < 10
Jun-99	0	0	n/a	0.0%	Base < 10
Jul-99	5	5	100.0%	0.0%	Base < 10
Aug-99	0	0	n/a	0.0%	Base < 10
Sep-99	1	0	0.0%	50.0%	Base < 10
Oct-99	3	0	0.0%	25.0%	Base < 10
Nov-99	0	0	n/a	n/a	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	9	5	55.6%	3.6%	



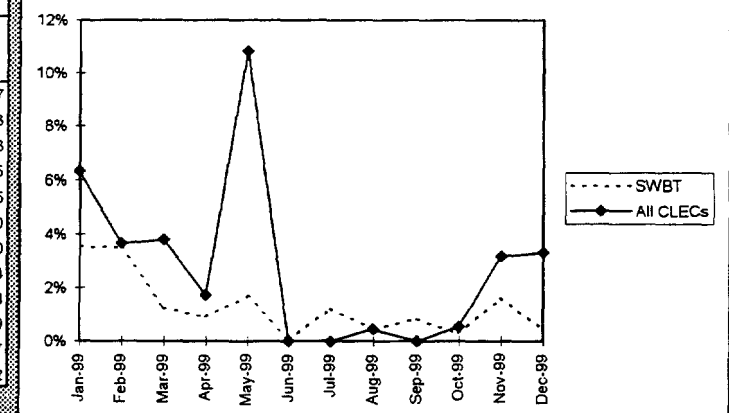
	DS1				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	0	0	n/a	8.6%	Base < 10
Feb-99	1	0	0.0%	11.3%	Base < 10
Mar-99	3	0	0.0%	7.1%	Base < 10
Apr-99	1	0	0.0%	17.4%	Base < 10
May-99	3	1	33.3%	24.3%	Base < 10
Jun-99	2	0	0.0%	6.8%	Base < 10
Jul-99	0	0	n/a	16.2%	Base < 10
Aug-99	1	1	100.0%	19.0%	Base < 10
Sep-99	0	0	n/a	9.6%	Base < 10
Oct-99	2	0	0.0%	8.0%	Base < 10
Nov-99	0	0	n/a	5.3%	Base < 10
Dec-99	0	0	n/a	13.7%	Base < 10
12 Mo. Total	13	2	15.4%	12.7%	



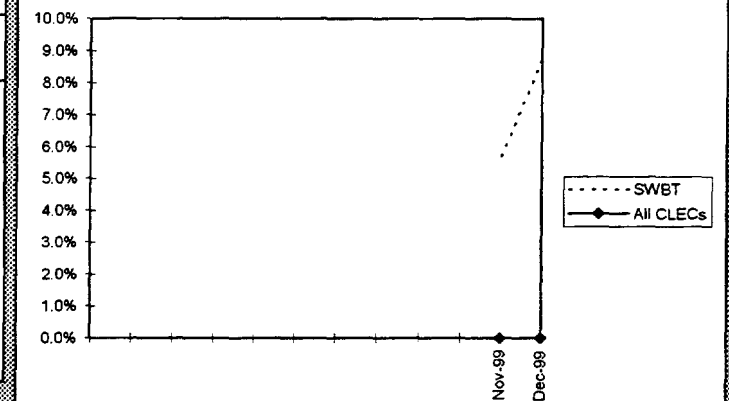
Provisioning - Specials (Resale)

Percent SWBT Caused Missed Due Dates

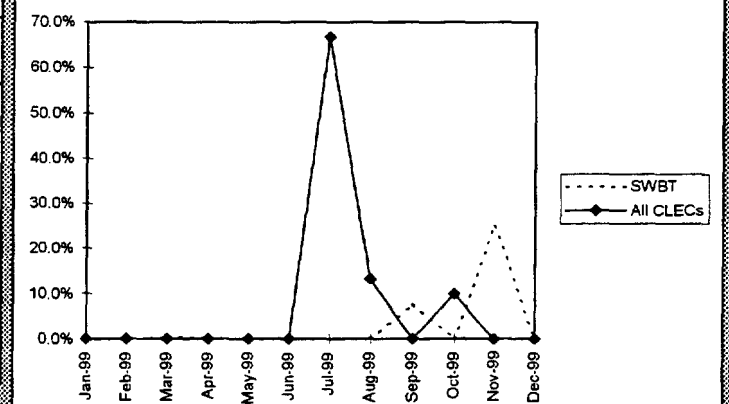
Measurement No. 45	VGPL				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	348	22	6.3%	3.6%	2.37
Feb-99	571	21	3.7%	3.5%	0.18
Mar-99	314	12	3.8%	1.3%	3.38
Apr-99	345	6	1.7%	0.9%	1.45
May-99	148	16	10.8%	1.7%	7.25
Jun-99	351	0	0.0%	0.0%	-0.40
Jul-99	154	0	0.0%	1.3%	-1.40
Aug-99	220	1	0.5%	0.5%	-0.04
Sep-99	440	0	0.0%	0.8%	-1.94
Oct-99	560	3	0.5%	0.3%	0.79
Nov-99	406	13	3.2%	1.7%	2.17
Dec-99	479	16	3.3%	0.5%	6.32
12 Mo. Total	4,336	110	2.5%	1.2%	



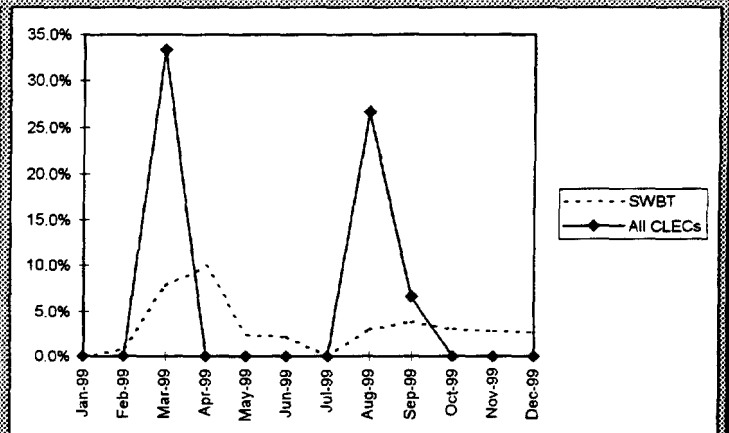
	Digital Subscriber Line (DSL)				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Nov-99	2	0	0.0%	5.7%	Base < 10
Dec-99	0	0	n/a	8.7%	Base < 10
12 Mo. Total	2	0	0.0%		



	DDS				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	2	0	0.0%	0.0%	Base < 10
Feb-99	0	0	n/a	0.0%	Base < 10
Mar-99	1	0	0.0%	0.3%	Base < 10
Apr-99	6	0	0.0%	0.4%	Base < 10
May-99	0	0	n/a	0.0%	Base < 10
Jun-99	0	0	n/a	0.0%	Base < 10
Jul-99	15	10	66.7%	0.0%	3.45
Aug-99	15	2	13.3%	0.0%	1.08
Sep-99	2	0	0.0%	7.7%	Base < 10
Oct-99	10	1	10.0%	0.0%	0.92
Nov-99	0	0	n/a	25.0%	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	51	13	25.5%	0.2%	



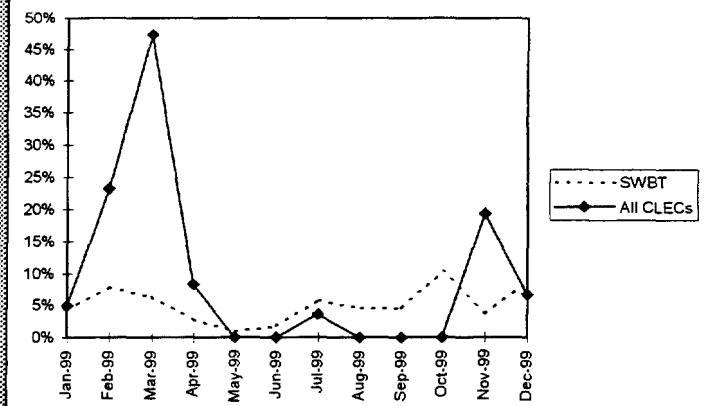
	DS1				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	0	0	n/a	0.0%	Base < 10
Feb-99	0	0	n/a	0.9%	Base < 10
Mar-99	3	1	33.3%	7.8%	Base < 10
Apr-99	0	0	n/a	10.0%	Base < 10
May-99	2	0	0.0%	2.4%	Base < 10
Jun-99	0	0	n/a	2.3%	Base < 10
Jul-99	4	0	0.0%	0.0%	Base < 10
Aug-99	15	4	26.7%	3.1%	3.51
Sep-99	15	1	6.7%	3.9%	0.47
Oct-99	16	0	0.0%	3.1%	-0.71
Nov-99	0	0	n/a	2.9%	Base < 10
Dec-99	0	0	n/a	2.7%	Base < 10
12 Mo. Total	55	6	10.9%	3.0%	



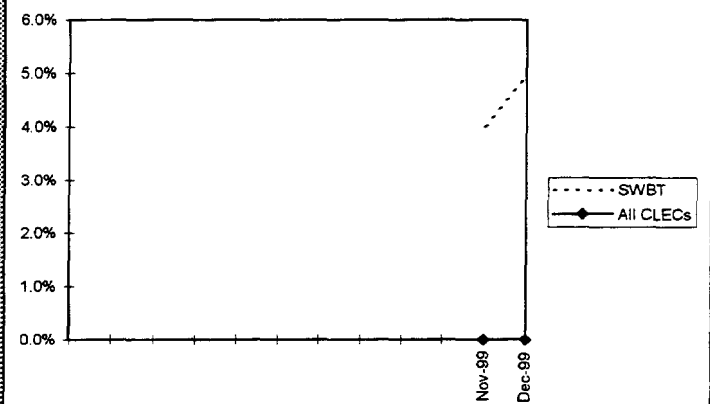
Provisioning - Specials (Resale)

Percent SWBT Caused Missed Due Dates

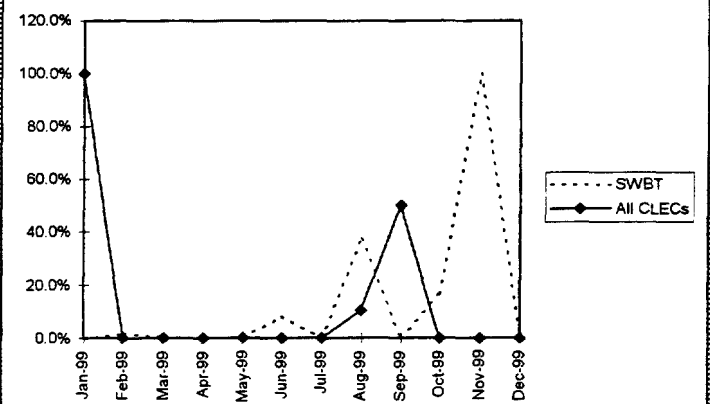
Measurement No. 45	VGPL				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	102	5	4.9%	4.4%	0.24
Feb-99	69	16	23.2%	7.9%	4.49
Mar-99	72	34	47.2%	6.4%	12.37
Apr-99	97	8	8.2%	2.9%	2.88
May-99	50	0	0.0%	1.1%	-0.73
Jun-99	140	0	0.0%	1.9%	-1.65
Jul-99	136	5	3.7%	5.9%	-1.06
Aug-99	229	0	0.0%	4.6%	-3.32
Sep-99	193	0	0.0%	4.6%	-3.06
Oct-99	176	0	0.0%	10.5%	-4.51
Nov-99	247	48	19.4%	3.9%	10.37
Dec-99	299	20	6.7%	8.8%	-1.20
12 Mo. Total	1,810	136	7.5%	5.3%	



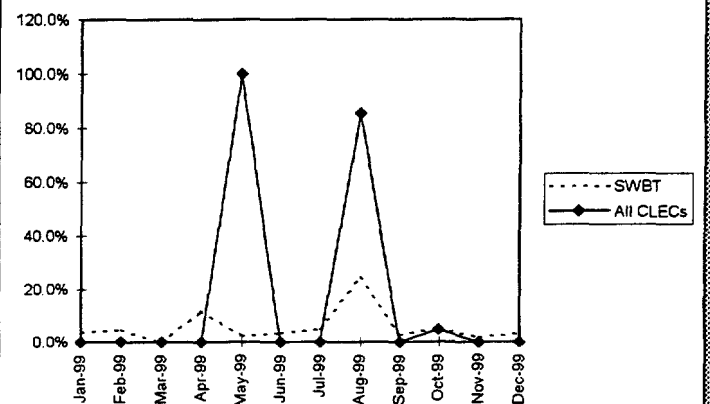
	Digital Subscriber Line (DSL)				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Nov-99	3	0	0.0%	4.0%	Base < 10
Dec-99	2	0	0.0%	4.9%	Base < 10
12 Mo. Total	5	0	0.0%		



	DDS				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	1	1	100.0%	0.0%	Base < 10
Feb-99	0	0	n/a	1.6%	Base < 10
Mar-99	2	0	0.0%	0.6%	Base < 10
Apr-99	0	0	n/a	0.0%	Base < 10
May-99	0	0	n/a	0.5%	Base < 10
Jun-99	0	0	n/a	8.3%	Base < 10
Jul-99	7	0	0.0%	0.0%	Base < 10
Aug-99	19	2	10.5%	37.5%	-1.65
Sep-99	2	1	50.0%	0.0%	Base < 10
Oct-99	1	0	0.0%	16.7%	Base < 10
Nov-99	0	0	n/a	100.0%	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	32	4	12.5%	0.6%	



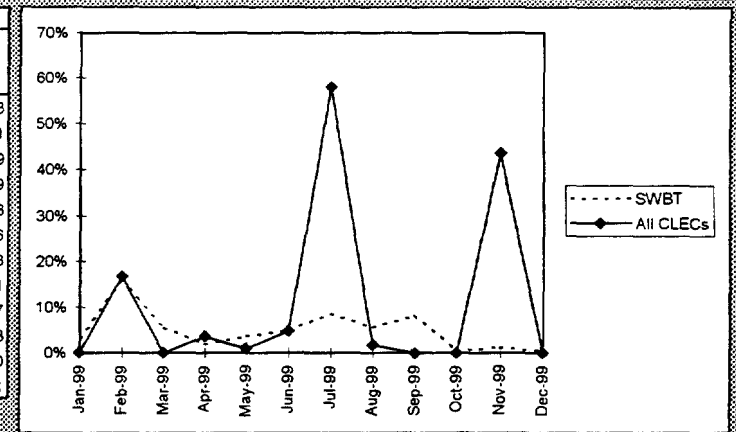
	DS1				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	0	0	n/a	4.0%	Base < 10
Feb-99	0	0	n/a	5.0%	Base < 10
Mar-99	0	0	n/a	0.0%	Base < 10
Apr-99	2	0	0.0%	12.2%	Base < 10
May-99	1	1	100.0%	2.7%	Base < 10
Jun-99	3	0	0.0%	3.7%	Base < 10
Jul-99	2	0	0.0%	5.2%	Base < 10
Aug-99	7	6	85.7%	24.3%	Base < 10
Sep-99	3	0	0.0%	3.2%	Base < 10
Oct-99	20	1	5.0%	5.5%	-0.08
Nov-99	0	0	n/a	2.2%	Base < 10
Dec-99	0	0	n/a	3.6%	Base < 10
12 Mo. Total	38	8	21.1%	6.6%	



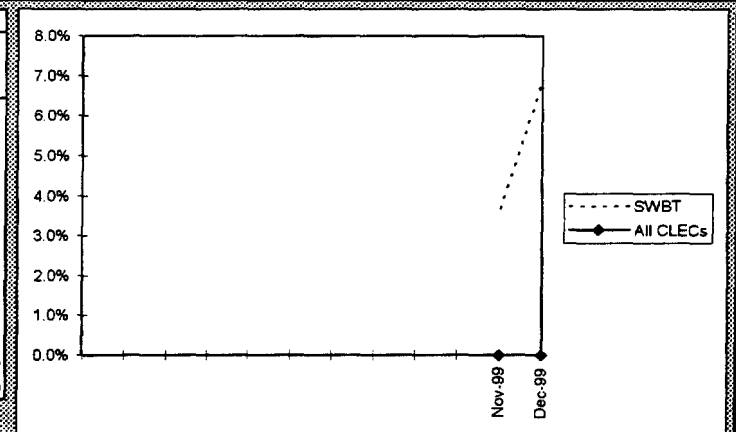
Provisioning - Specials (Resale)

Percent SWBT Caused Missed Due Dates

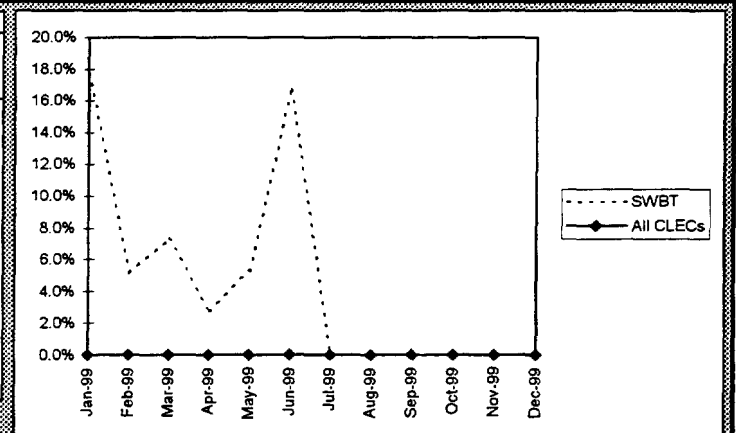
Measurement No. 45	VGPL				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	40	0	0.0%	3.1%	-1.13
Feb-99	120	20	16.7%	15.9%	0.21
Mar-99	82	0	0.0%	5.6%	-2.19
Apr-99	83	3	3.6%	2.1%	0.89
May-99	213	2	0.9%	3.7%	-2.08
Jun-99	63	3	4.8%	4.9%	-0.06
Jul-99	50	29	58.0%	8.6%	10.63
Aug-99	55	1	1.8%	5.6%	-1.21
Sep-99	98	0	0.0%	8.3%	-2.97
Oct-99	59	0	0.0%	0.6%	-0.58
Nov-99	220	96	43.6%	1.4%	19.60
Dec-99	93	0	0.0%	0.5%	-0.71
12 Mo. Total	1,176	154	13.1%	4.9%	



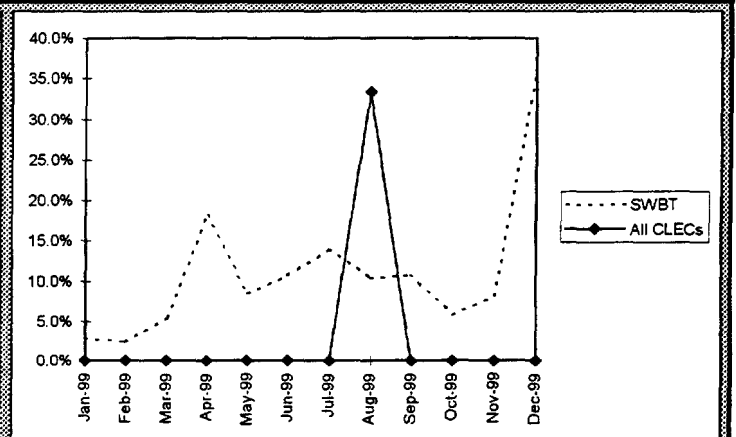
	Digital Subscriber Line (DSL)				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Nov-99	1	0	0.0%	3.7%	Base < 10
Dec-99	0	0	n/a	6.9%	Base < 10
12 Mo. Total	1	0	0.0%		



	DDS				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	1	0	0.0%	17.8%	Base < 10
Feb-99	0	0	n/a	5.2%	Base < 10
Mar-99	0	0	n/a	7.3%	Base < 10
Apr-99	1	0	0.0%	2.8%	Base < 10
May-99	0	0	n/a	5.3%	Base < 10
Jun-99	0	0	n/a	16.7%	Base < 10
Jul-99	0	0	n/a	0.0%	Base < 10
Aug-99	0	0	n/a	0.0%	Base < 10
Sep-99	0	0	n/a	0.0%	Base < 10
Oct-99	0	0	n/a	0.0%	Base < 10
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	2	0	0.0%	7.4%	



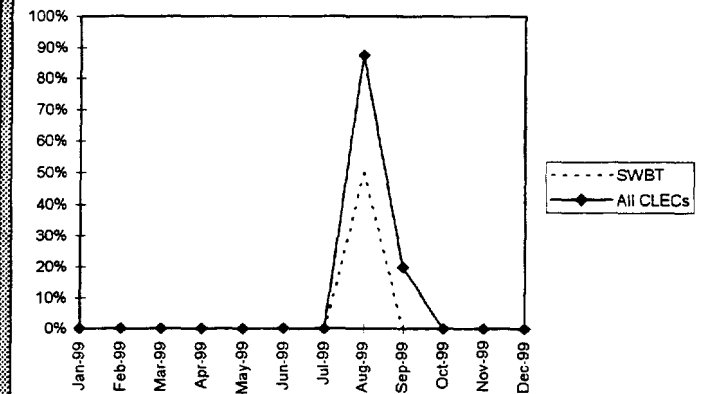
	DS1				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	1	0	0.0%	3.0%	Base < 10
Feb-99	3	0	0.0%	2.4%	Base < 10
Mar-99	1	0	0.0%	5.6%	Base < 10
Apr-99	0	0	n/a	18.2%	Base < 10
May-99	0	0	n/a	8.6%	Base < 10
Jun-99	1	0	0.0%	10.6%	Base < 10
Jul-99	0	0	n/a	14.1%	Base < 10
Aug-99	3	1	33.3%	10.4%	Base < 10
Sep-99	3	0	0.0%	10.9%	Base < 10
Oct-99	2	0	0.0%	5.9%	Base < 10
Nov-99	0	0	n/a	8.2%	Base < 10
Dec-99	0	0	n/a	36.0%	Base < 10
12 Mo. Total	14	1	7.1%	10.9%	



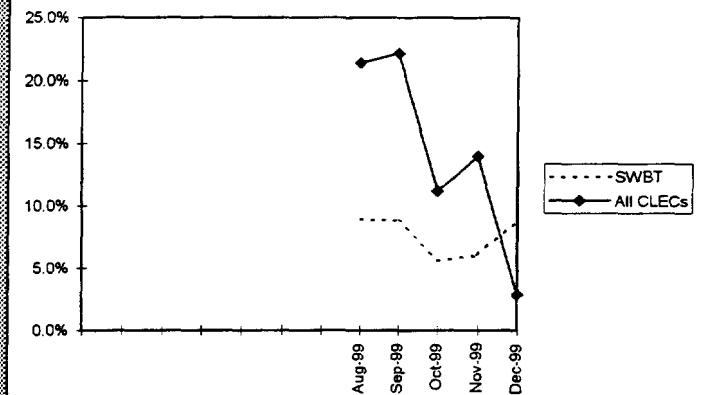
Provisioning - Specials (Resale)

Percent SWBT Caused Missed Due Dates

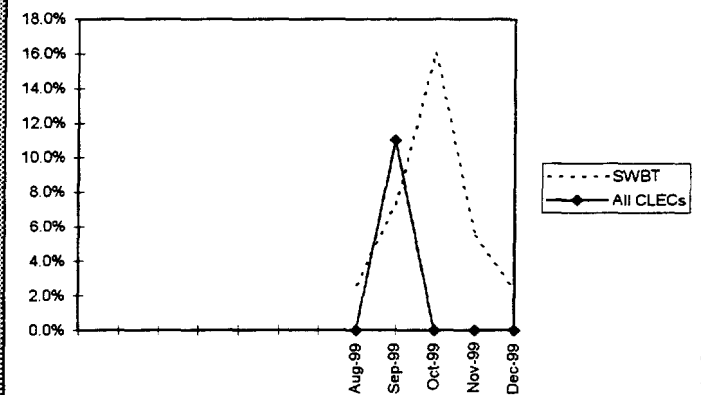
Measurement No. 45	DS3				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	46	0	0.0%	0.0%	0.00
Feb-99	0	0	n/a	0.0%	Base < 10
Mar-99	0	0	n/a	0.0%	Base < 10
Apr-99	0	0	n/a	0.0%	Base < 10
May-99	0	0	n/a	0.0%	Base < 10
Jun-99	0	0	n/a	0.0%	Base < 10
Jul-99	1	0	0.0%	0.0%	Base < 10
Aug-99	8	7	87.5%	50.0%	Base < 10
Sep-99	5	1	20.0%	n/a	Base < 10
Oct-99	1	0	0.0%	0.0%	Base < 10
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	61	8	13.1%	5.3%	



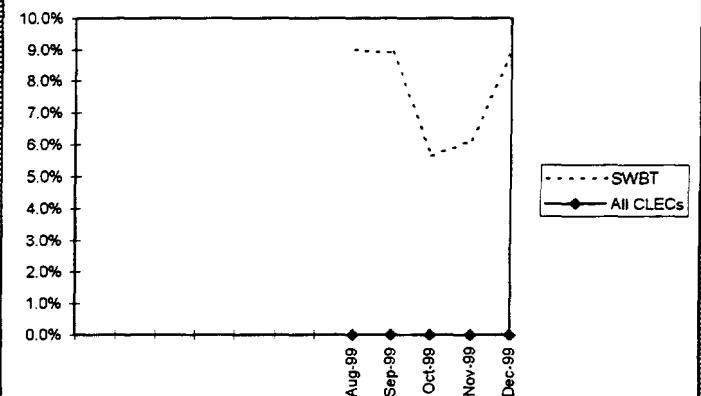
	ISDN - BRI				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	42	9	21.4%	9.0%	2.71
Sep-99	63	14	22.2%	8.9%	3.50
Oct-99	116	13	11.2%	5.7%	2.39
Nov-99	50	7	14.0%	6.2%	2.21
Dec-99	34	1	2.9%	8.9%	-1.21
12 Mo. Total	305	44	14.4%	7.7%	



	ISDN - PRI				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	0	0	n/a	2.6%	Base < 10
Sep-99	218	24	11.0%	7.3%	2.04
Oct-99	70	0	0.0%	16.0%	-3.65
Nov-99	48	0	0.0%	5.5%	-1.67
Dec-99	24	0	0.0%	2.4%	-0.77
12 Mo. Total	360	24	6.7%	7.5%	



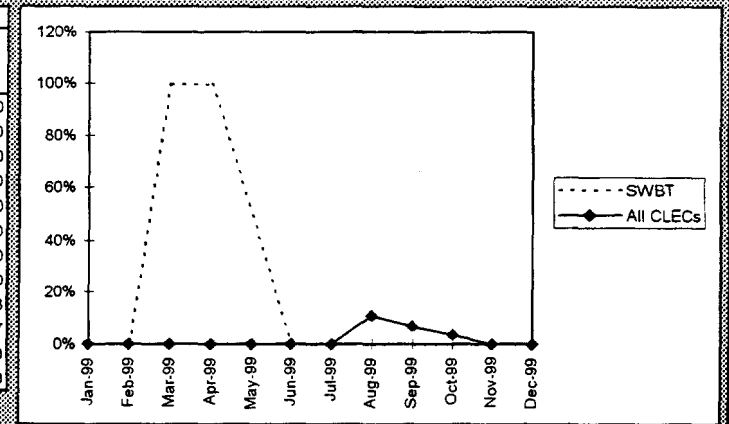
	UNE Loop and Port Combination - ISDN				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	0	0	n/a	9.0%	Base < 10
Sep-99	0	0	n/a	8.9%	Base < 10
Oct-99	0	0	n/a	5.7%	Base < 10
Nov-99	3	0	0.0%	6.2%	Base < 10
Dec-99	0	0	n/a	8.9%	Base < 10
12 Mo. Total	3	0	0.0%	7.7%	



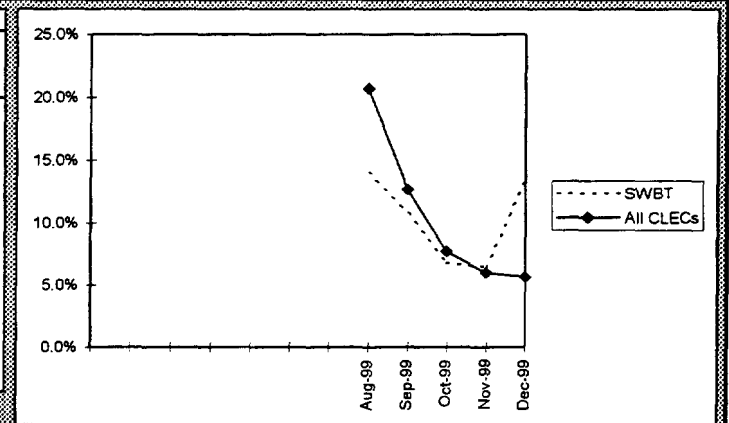
Provisioning - Specials (Resale)

Percent SWBT Caused Missed Due Dates

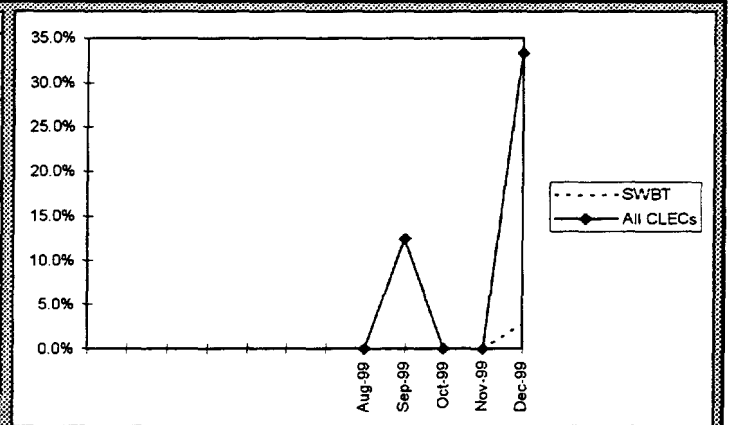
Measurement No. 45	DS3				
	All CLECs			SWBT % Missed Due Dates	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates		
Jan-99	0	0	n/a	0.0%	Base < 10
Feb-99	0	0	n/a	0.0%	Base < 10
Mar-99	0	0	n/a	100.0%	Base < 10
Apr-99	0	0	n/a	100.0%	Base < 10
May-99	0	0	n/a	50.0%	Base < 10
Jun-99	0	0	n/a	0.0%	Base < 10
Jul-99	3	0	0.0%	0.0%	Base < 10
Aug-99	9	1	11.1%	0.0%	Base < 10
Sep-99	14	1	7.1%	0.0%	0.28
Oct-99	28	1	3.6%	0.0%	0.27
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	54	3	5.6%	15.6%	



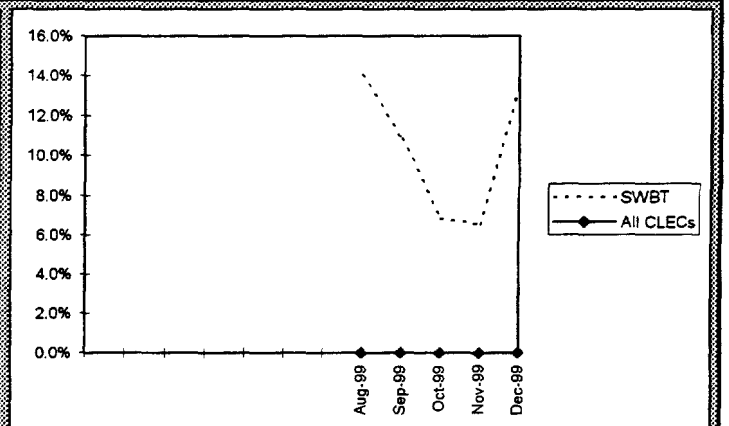
	ISDN - BRI				
	All CLECs			SWBT % Missed Due Dates	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates		
Aug-99	82	17	20.7%	14.0%	1.71
Sep-99	158	20	12.7%	10.8%	0.72
Oct-99	181	14	7.7%	6.9%	0.44
Nov-99	116	7	6.0%	6.6%	-0.22
Dec-99	123	7	5.7%	13.4%	-2.49
12 Mo. Total	660	65	9.8%	10.5%	



	ISDN - PRI				
	All CLECs			SWBT % Missed Due Dates	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates		
Aug-99	48	0	0.0%	0.0%	0.00
Sep-99	193	24	12.4%	0.0%	31.33
Oct-99	84	0	0.0%	0.0%	0.00
Nov-99	144	0	0.0%	0.0%	0.00
Dec-99	69	23	33.3%	2.9%	14.19
12 Mo. Total	538	47	8.7%	0.4%	



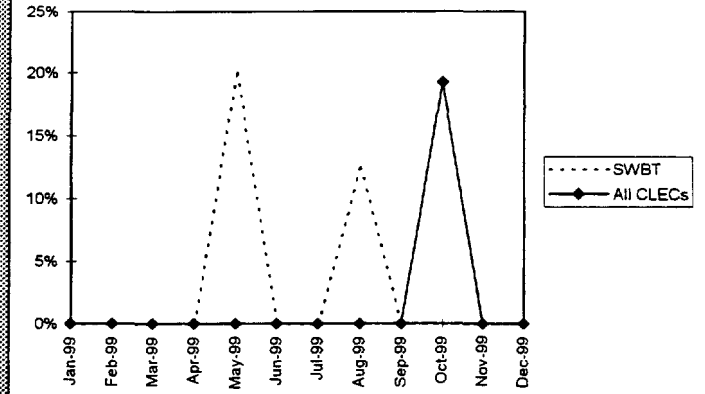
	UNE Loop and Port Combination - ISDN				
	All CLECs			SWBT % Missed Due Dates	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates		
Aug-99	0	0	n/a	14.0%	Base < 10
Sep-99	0	0	n/a	10.8%	Base < 10
Oct-99	0	0	n/a	6.9%	Base < 10
Nov-99	0	0	n/a	6.6%	Base < 10
Dec-99	0	0	n/a	13.4%	Base < 10
12 Mo. Total	0	0	n/a	10.5%	



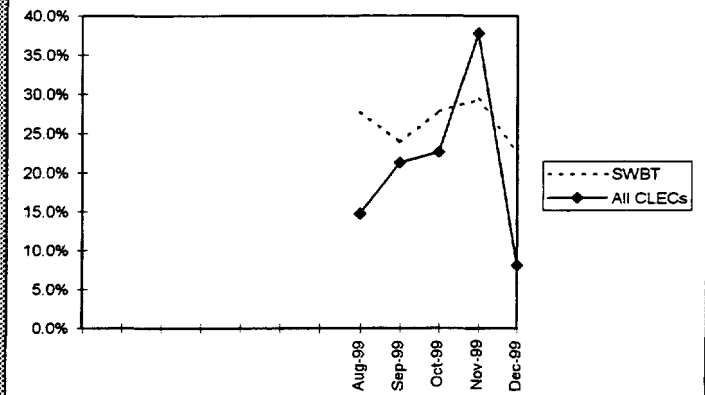
Provisioning - Specials (Resale)

Percent SWBT Caused Missed Due Dates

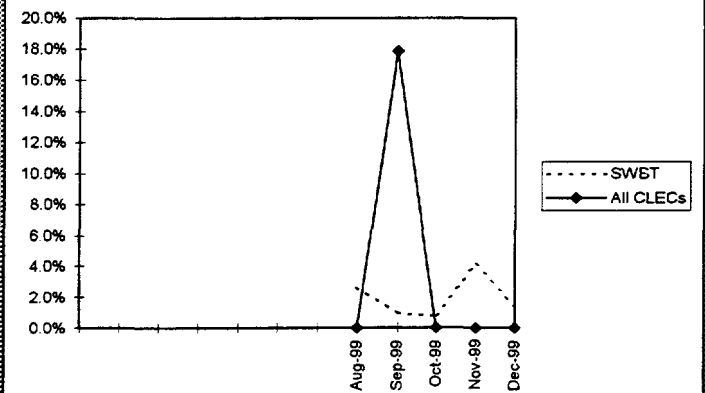
Measurement No. 45	DS3				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	2	0	0.0%	0.0%	Base < 10
Feb-99	0	0	n/a	0.0%	Base < 10
Mar-99	0	0	n/a	0.0%	Base < 10
Apr-99	1	0	0.0%	0.0%	Base < 10
May-99	0	0	n/a	20.0%	Base < 10
Jun-99	0	0	n/a	n/a	Base < 10
Jul-99	0	0	n/a	0.0%	Base < 10
Aug-99	10	0	0.0%	12.5%	-1.15
Sep-99	13	0	0.0%	0.0%	0.00
Oct-99	26	5	19.2%	0.0%	1.49
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	n/a	Base < 10
12 Mo. Total	52	5	9.6%	4.3%	



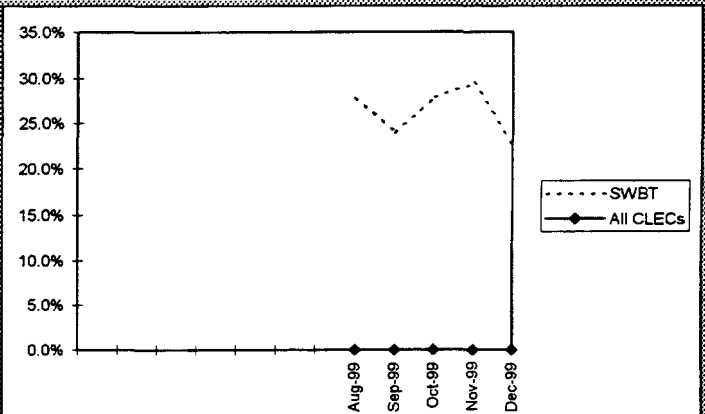
	ISDN - BRI				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	61	9	14.8%	27.9%	-2.26
Sep-99	141	30	21.3%	23.9%	-0.72
Oct-99	177	40	22.6%	27.9%	-1.52
Nov-99	185	70	37.8%	29.5%	2.33
Dec-99	135	11	8.1%	22.6%	-3.91
12 Mo. Total	699	160	22.9%	26.4%	



	ISDN - PRI				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	48	0	0.0%	2.6%	-1.14
Sep-99	146	26	17.8%	1.0%	19.23
Oct-99	147	0	0.0%	0.8%	-1.08
Nov-99	502	0	0.0%	4.1%	-4.64
Dec-99	122	0	0.0%	1.4%	-1.33
12 Mo. Total	965	26	2.7%	1.8%	



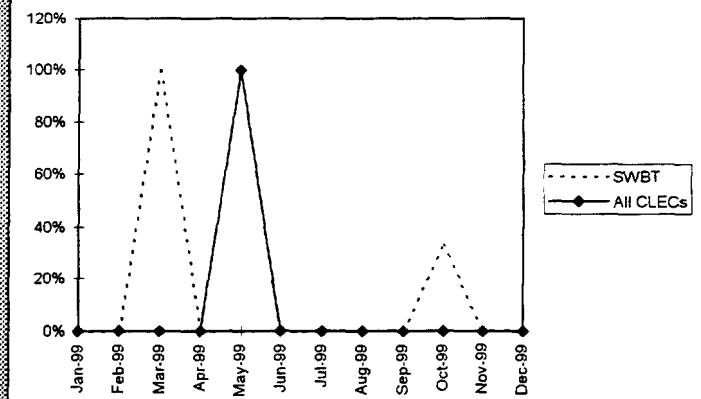
	UNE Loop and Port Combination - ISDN				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	0	0	n/a	27.9%	Base < 10
Sep-99	0	0	n/a	23.9%	Base < 10
Oct-99	0	0	n/a	27.9%	Base < 10
Nov-99	0	0	n/a	29.5%	Base < 10
Dec-99	0	0	n/a	22.6%	Base < 10
12 Mo. Total	0	0	n/a	26.4%	



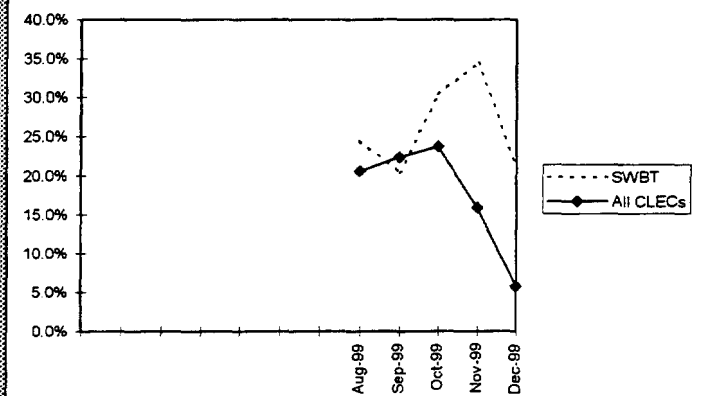
Provisioning - Specials (Resale)

Percent SWBT Caused Missed Due Dates

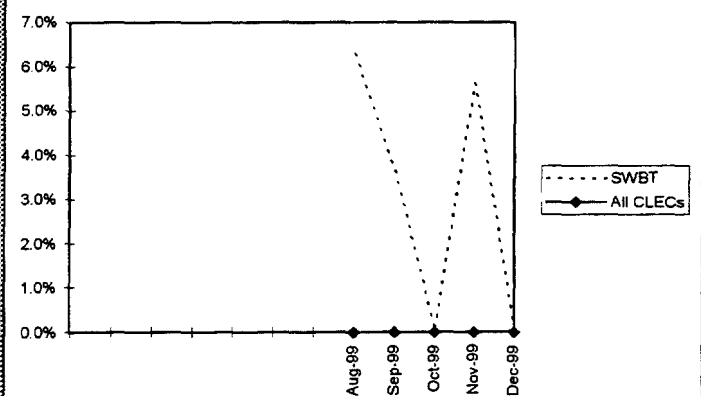
Measurement No. 45	DS3				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	0	0	n/a	n/a	Base < 10
Feb-99	0	0	n/a	n/a	Base < 10
Mar-99	0	0	n/a	100.0%	Base < 10
Apr-99	0	0	n/a	0.0%	Base < 10
May-99	1	1	100.0%	0.0%	Base < 10
Jun-99	0	0	n/a	n/a	Base < 10
Jul-99	0	0	n/a	0.0%	Base < 10
Aug-99	0	0	n/a	0.0%	Base < 10
Sep-99	0	0	n/a	0.0%	Base < 10
Oct-99	2	0	0.0%	33.3%	Base < 10
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	n/a	Base < 10
12 Mo. Total	3	1	33.3%	13.3%	



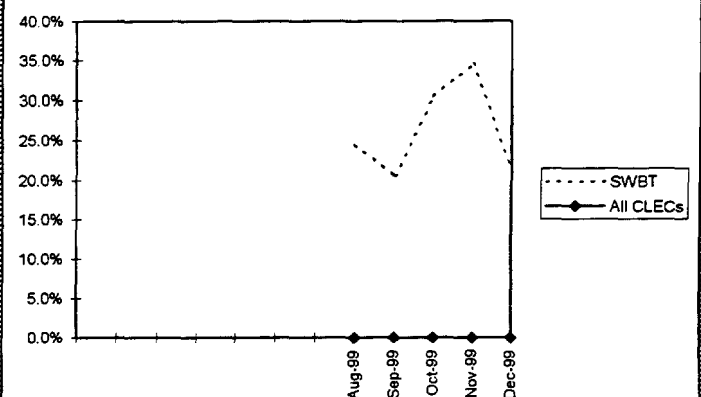
	ISDN - BRI				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	34	7	20.6%	24.5%	-0.52
Sep-99	67	15	22.4%	20.5%	0.37
Oct-99	101	24	23.8%	30.4%	-1.38
Nov-99	44	7	15.9%	34.6%	-2.55
Dec-99	52	3	5.8%	21.1%	-2.65
12 Mo. Total	298	56	18.8%	26.6%	

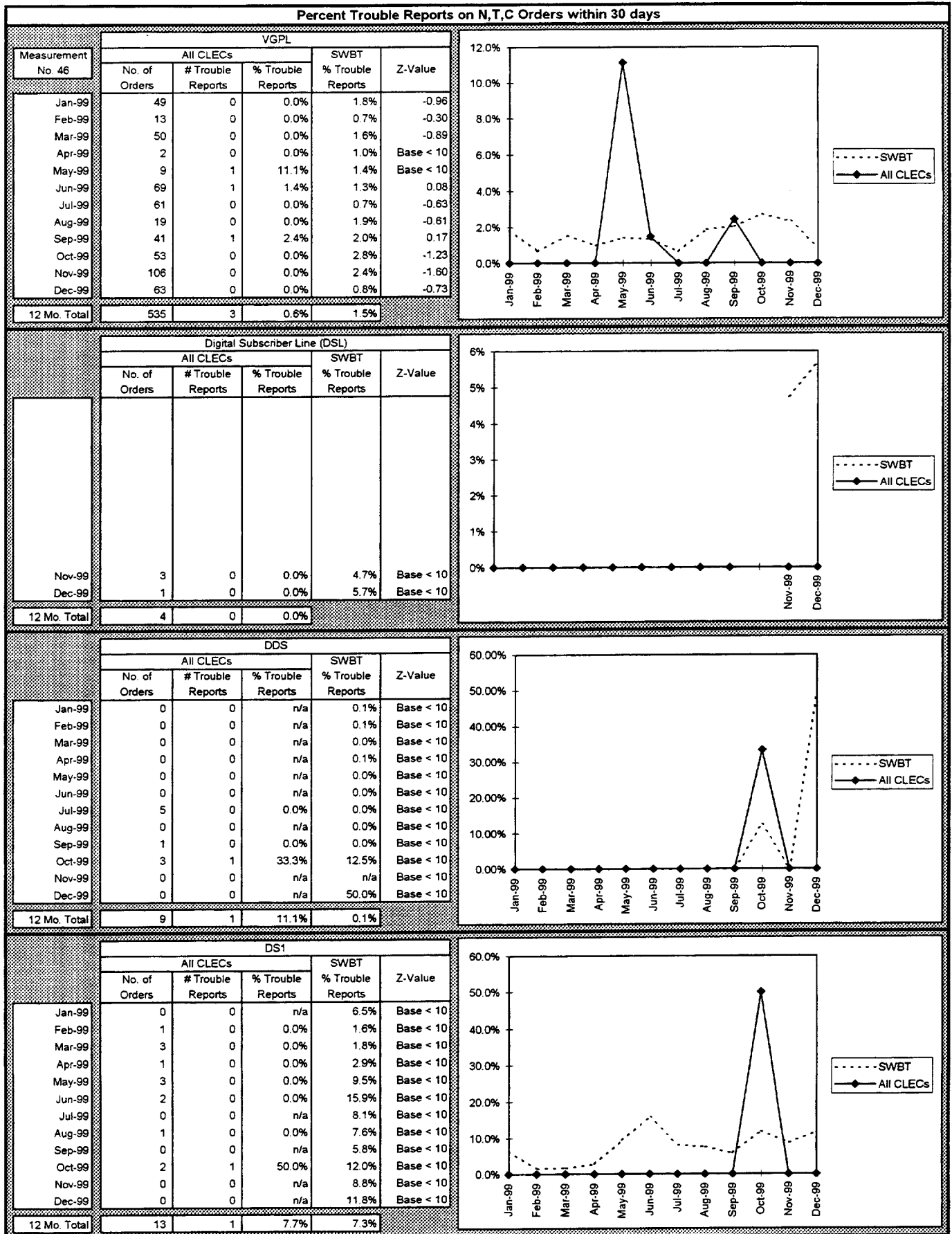


	ISDN - PRI				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	116	0	0.0%	6.3%	-2.78
Sep-99	97	0	0.0%	3.6%	-1.91
Oct-99	25	0	0.0%	0.1%	-0.15
Nov-99	24	0	0.0%	5.6%	-1.19
Dec-99	0	0	n/a	0.1%	Base < 10
12 Mo. Total	262	0	0.0%	2.8%	



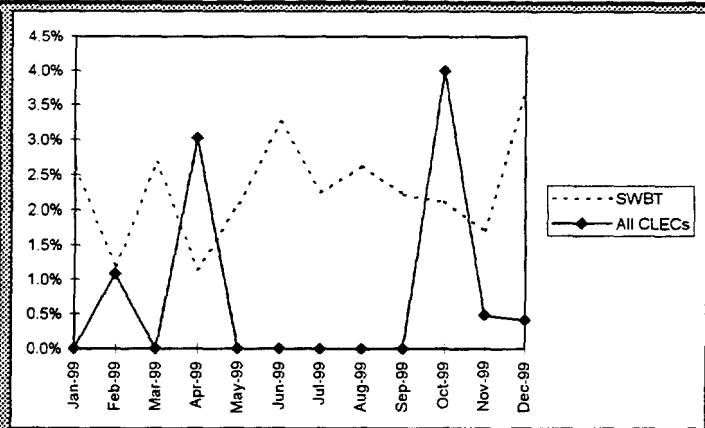
	UNE Loop and Port Combination - ISDN				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	0	0	n/a	24.5%	Base < 10
Sep-99	0	0	n/a	20.5%	Base < 10
Oct-99	0	0	n/a	30.4%	Base < 10
Nov-99	1	0	0.0%	34.6%	Base < 10
Dec-99	0	0	n/a	21.1%	Base < 10
12 Mo. Total	1	0	0.0%	26.6%	



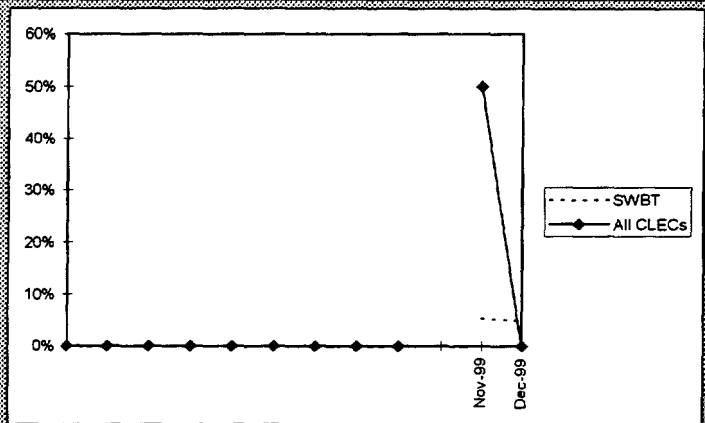


Percent Trouble Reports on N.T.C Orders within 30 days

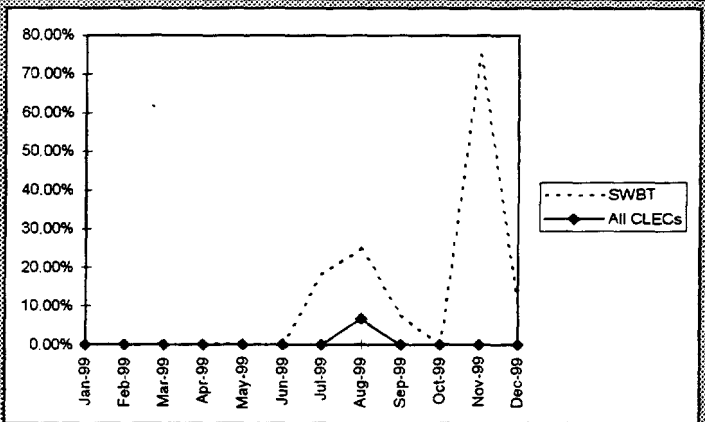
Measurement No. 46	VGPL				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	43	0	0.0%	2.6%	-1.07
Feb-99	371	4	1.1%	1.2%	-0.18
Mar-99	31	0	0.0%	2.7%	-0.92
Apr-99	33	1	3.0%	1.1%	1.01
May-99	10	0	0.0%	2.1%	-0.46
Jun-99	24	0	0.0%	3.3%	-0.90
Jul-99	46	0	0.0%	2.3%	-1.03
Aug-99	44	0	0.0%	2.6%	-1.09
Sep-99	9	0	0.0%	2.2%	Base < 10
Oct-99	25	1	4.0%	2.1%	0.64
Nov-99	406	2	0.5%	1.7%	-1.87
Dec-99	479	2	0.4%	3.7%	-3.75
12 Mo. Total	1,521	10	0.7%	2.3%	



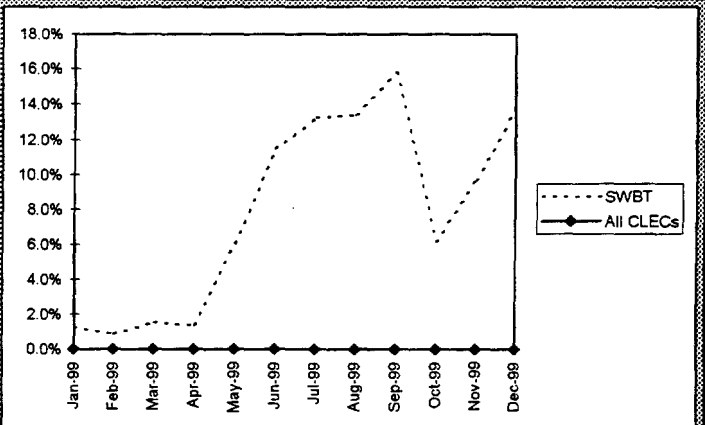
	Digital Subscriber Line (DSL)				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Nov-99	2	1	50.0%	5.4%	Base < 10
Dec-99	0	0	n/a	5.1%	Base < 10
12 Mo. Total	2	1	50.0%		



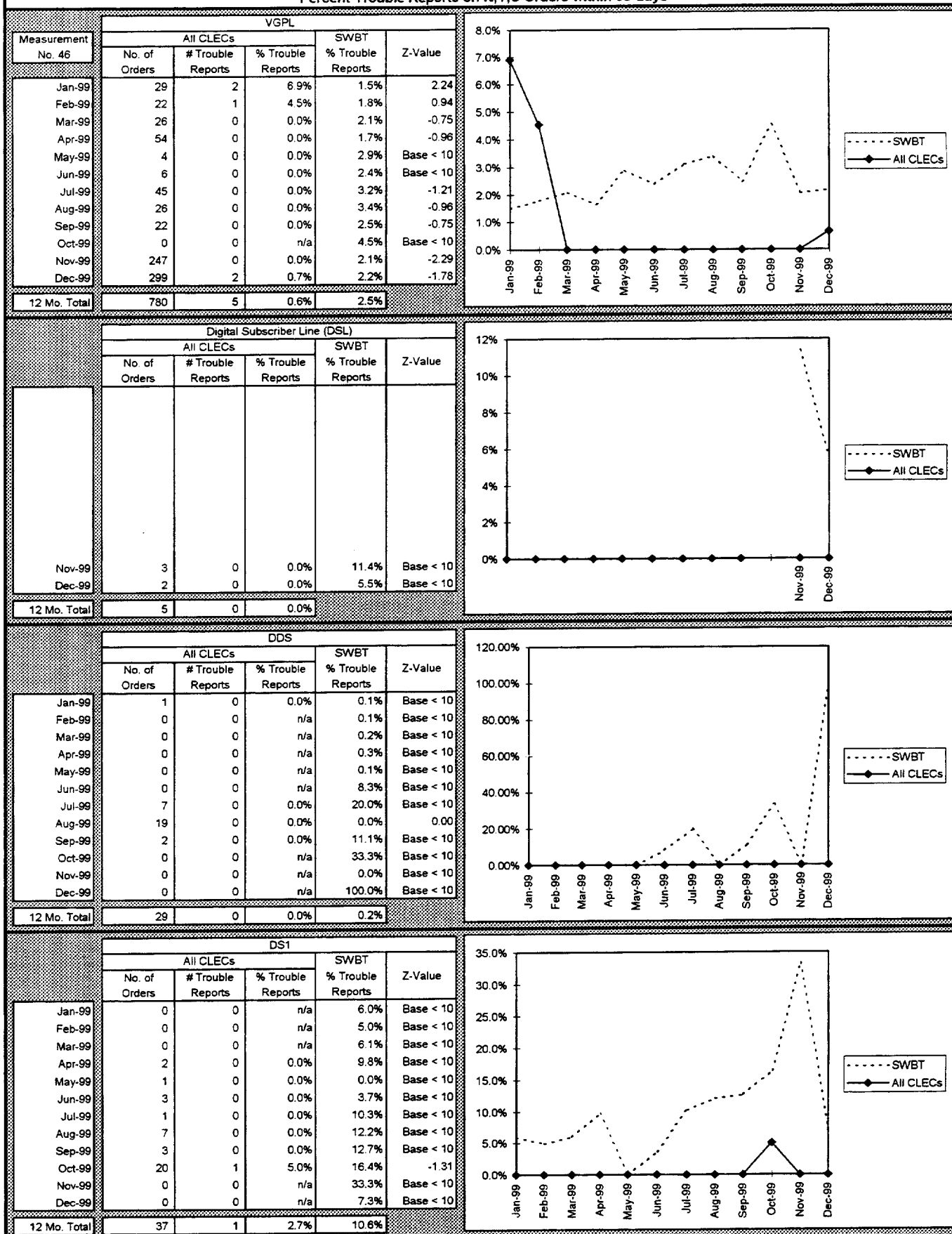
	DDS				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	2	0	0.0%	0.3%	Base < 10
Feb-99	0	0	n/a	0.1%	Base < 10
Mar-99	0	0	n/a	0.2%	Base < 10
Apr-99	1	0	0.0%	0.3%	Base < 10
May-99	0	1	n/a	0.6%	Base < 10
Jun-99	0	0	n/a	0.0%	Base < 10
Jul-99	15	0	0.0%	18.2%	-1.72
Aug-99	15	1	6.7%	25.0%	-1.24
Sep-99	2	0	0.0%	7.7%	Base < 10
Oct-99	9	0	0.0%	0.0%	Base < 10
Nov-99	0	0	n/a	75.0%	Base < 10
Dec-99	0	0	n/a	10.0%	Base < 10
12 Mo. Total	44	2	4.5%	0.3%	



	DS1				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	0	0	n/a	1.3%	Base < 10
Feb-99	0	0	n/a	0.9%	Base < 10
Mar-99	2	0	0.0%	1.6%	Base < 10
Apr-99	0	0	n/a	1.4%	Base < 10
May-99	1	0	0.0%	6.1%	Base < 10
Jun-99	0	1	n/a	11.5%	Base < 10
Jul-99	4	0	0.0%	13.3%	Base < 10
Aug-99	14	0	0.0%	13.4%	-1.46
Sep-99	15	0	0.0%	15.8%	-1.65
Oct-99	15	0	0.0%	6.2%	-0.99
Nov-99	0	0	n/a	9.7%	Base < 10
Dec-99	0	0	n/a	13.7%	Base < 10
12 Mo. Total	51	1	2.0%	8.1%	

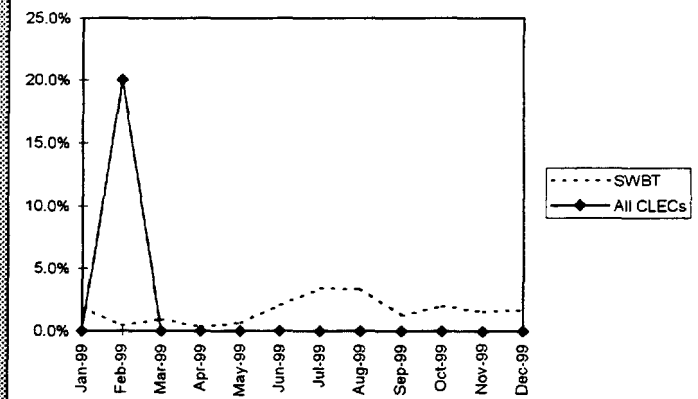


Percent Trouble Reports on N.T.C Orders within 30 days

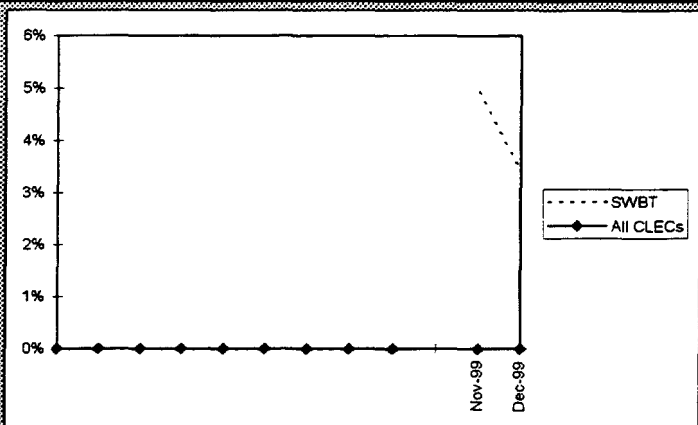


Percent Trouble Reports on N,T,C Orders within 30 days

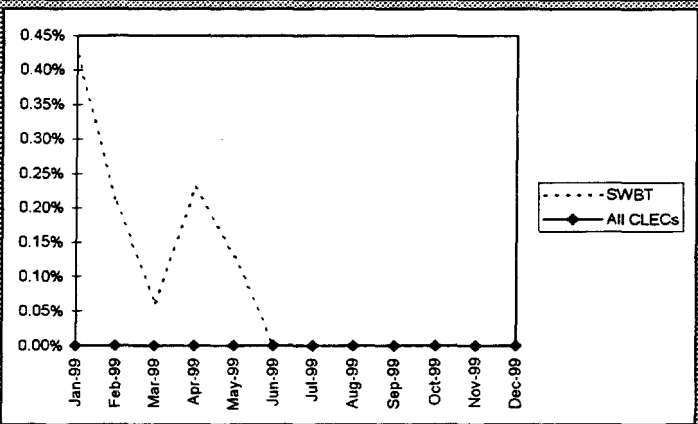
Measurement No. 46	VGPL				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	16	0	0.0%	1.9%	-0.56
Feb-99	5	1	20.0%	0.5%	Base < 10
Mar-99	15	0	0.0%	1.0%	-0.39
Apr-99	10	0	0.0%	0.4%	-0.20
May-99	11	0	0.0%	0.7%	-0.28
Jun-99	1	0	0.0%	2.1%	Base < 10
Jul-99	24	0	0.0%	3.4%	-0.92
Aug-99	1	0	0.0%	3.4%	Base < 10
Sep-99	49	0	0.0%	1.3%	-0.80
Oct-99	1	0	0.0%	2.1%	Base < 10
Nov-99	220	0	0.0%	1.6%	-1.91
Dec-99	93	0	0.0%	1.8%	-1.29
12 Mo. Total	446	1	0.2%	1.7%	



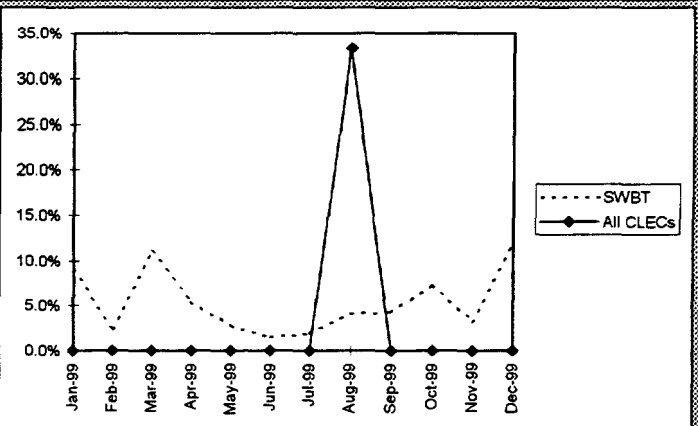
	Digital Subscriber Line (DSL)				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Nov-99	1	0	0.0%	4.9%	Base < 10
Dec-99	0	0	n/a	3.4%	Base < 10
12 Mo. Total	1	0	0.0%		



	DDS				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	0	0	n/a	0.4%	Base < 10
Feb-99	0	0	n/a	0.2%	Base < 10
Mar-99	0	0	n/a	0.1%	Base < 10
Apr-99	0	0	n/a	0.2%	Base < 10
May-99	0	0	n/a	0.1%	Base < 10
Jun-99	0	0	n/a	0.0%	Base < 10
Jul-99	0	0	n/a	0.0%	Base < 10
Aug-99	0	0	n/a	0.0%	Base < 10
Sep-99	0	0	n/a	0.0%	Base < 10
Oct-99	0	0	n/a	0.0%	Base < 10
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	0	0	n/a	0.2%	



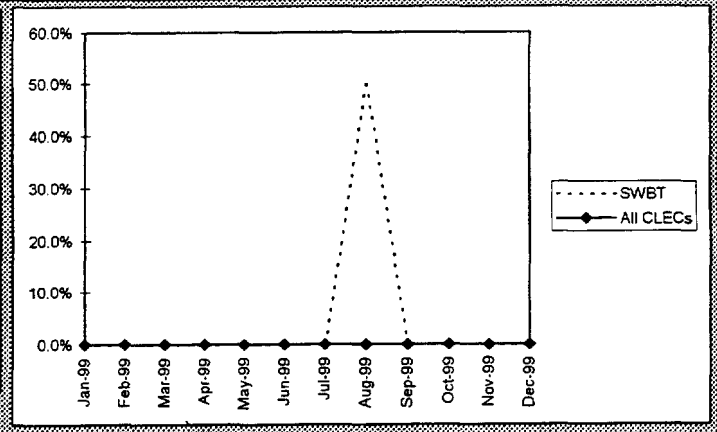
	DS1				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	1	0	0.0%	9.1%	Base < 10
Feb-99	1	0	0.0%	2.4%	Base < 10
Mar-99	1	0	0.0%	11.1%	Base < 10
Apr-99	0	0	n/a	5.5%	Base < 10
May-99	0	0	n/a	2.9%	Base < 10
Jun-99	1	0	0.0%	1.5%	Base < 10
Jul-99	0	0	n/a	2.0%	Base < 10
Aug-99	3	1	33.3%	4.2%	Base < 10
Sep-99	3	0	0.0%	4.3%	Base < 10
Oct-99	2	0	0.0%	7.4%	Base < 10
Nov-99	0	0	n/a	3.3%	Base < 10
Dec-99	0	0	n/a	12.0%	Base < 10
12 Mo. Total	12	1	8.3%	4.5%	



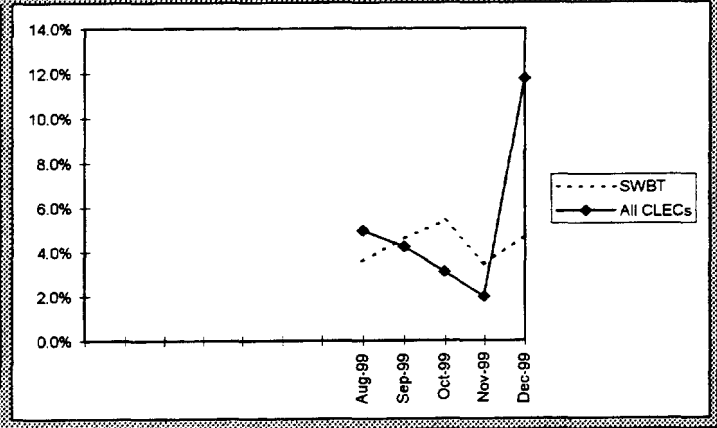
Provisioning - Specials (Resale)

Percent Trouble Reports on N,T,C Orders within 30 days

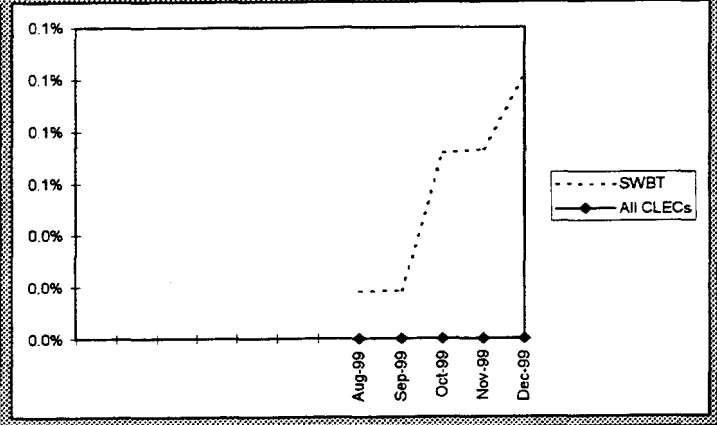
	DS3				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	46	0	0.0%	0.0%	0.00
Feb-99	0	0	n/a	0.0%	Base < 10
Mar-99	0	0	n/a	0.0%	Base < 10
Apr-99	0	0	n/a	0.0%	Base < 10
May-99	0	0	n/a	0.0%	Base < 10
Jun-99	0	0	n/a	0.0%	Base < 10
Jul-99	1	0	0.0%	0.0%	Base < 10
Aug-99	8	0	0.0%	50.0%	Base < 10
Sep-99	5	0	0.0%	n/a	Base < 10
Oct-99	1	0	0.0%	0.0%	Base < 10
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	61	0	0.0%	5.3%	



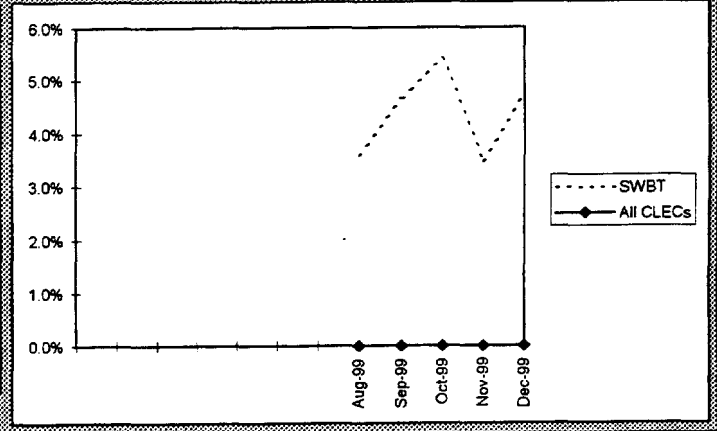
	ISDN - BRI				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Aug-99	40	2	5.0%	3.6%	0.46
Sep-99	47	2	4.3%	4.7%	-0.13
Oct-99	32	1	3.1%	5.4%	-0.57
Nov-99	50	1	2.0%	3.5%	-0.56
Dec-99	34	4	11.8%	4.7%	1.86
12 Mo. Total	203	10	4.9%	4.4%	



	ISDN - PRI				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Aug-99	0	0	n/a	0.0%	Base < 10
Sep-99	0	0	n/a	0.0%	Base < 10
Oct-99	0	0	n/a	0.1%	Base < 10
Nov-99	0	0	n/a	0.1%	Base < 10
Dec-99	0	0	n/a	0.1%	Base < 10
12 Mo. Total	0	0	n/a	0.1%	



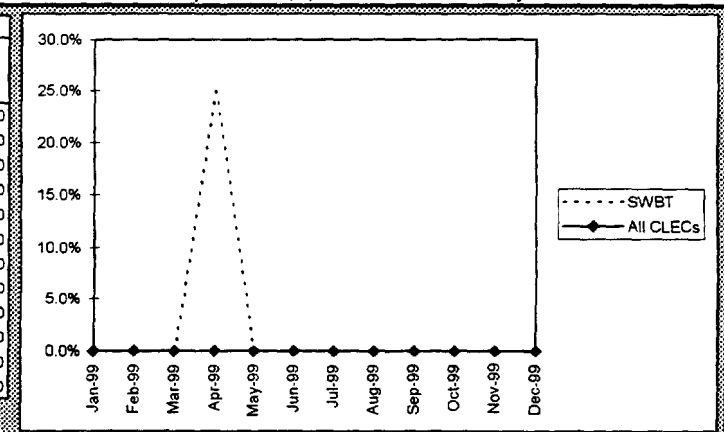
	UNE Loop and Port Combination - ISDN				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Aug-99	0	0	n/a	3.6%	Base < 10
Sep-99	0	0	n/a	4.7%	Base < 10
Oct-99	0	0	n/a	5.4%	Base < 10
Nov-99	0	0	n/a	3.5%	Base < 10
Dec-99	0	0	n/a	4.7%	Base < 10
12 Mo. Total	0	0	n/a	4.4%	



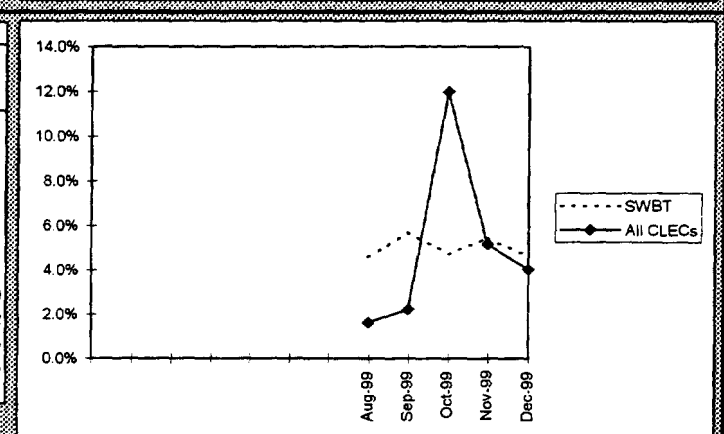
Provisioning - Specials (Resale)

Percent Trouble Reports on N.T.C Orders within 30 days

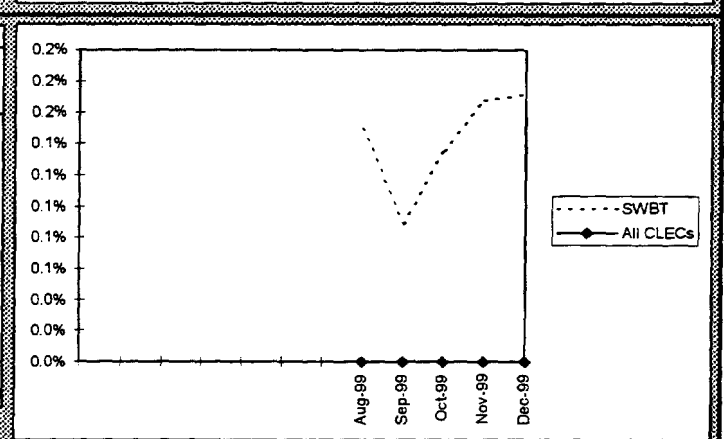
DS3					
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	0	0	n/a	0.0%	Base < 10
Feb-99	0	0	n/a	0.0%	Base < 10
Mar-99	0	0	n/a	0.0%	Base < 10
Apr-99	0	0	n/a	25.0%	Base < 10
May-99	0	0	n/a	0.0%	Base < 10
Jun-99	0	0	n/a	0.0%	Base < 10
Jul-99	3	0	0.0%	0.0%	Base < 10
Aug-99	8	0	0.0%	0.0%	Base < 10
Sep-99	14	0	0.0%	0.0%	0.00
Oct-99	28	0	0.0%	0.0%	0.00
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	53	0	0.0%	2.6%	



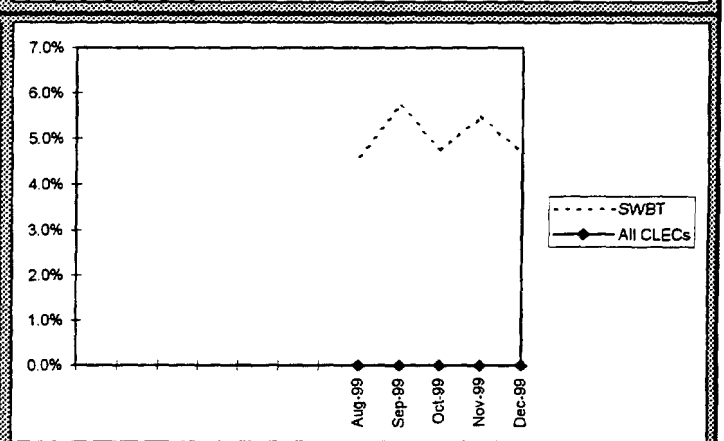
ISDN - BRI					
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Aug-99	61	1	1.6%	4.6%	-1.10
Sep-99	134	3	2.2%	5.7%	-1.72
Oct-99	100	12	12.0%	4.8%	3.25
Nov-99	116	6	5.2%	5.5%	-0.15
Dec-99	123	5	4.1%	4.7%	-0.31
12 Mo. Total	534	27	5.1%	5.0%	



ISDN - PRI					
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Aug-99	0	0	n/a	0.1%	Base < 10
Sep-99	0	0	n/a	0.1%	Base < 10
Oct-99	0	0	n/a	0.1%	Base < 10
Nov-99	0	0	n/a	0.2%	Base < 10
Dec-99	0	0	n/a	0.2%	Base < 10
12 Mo. Total	0	0	n/a	0.1%	



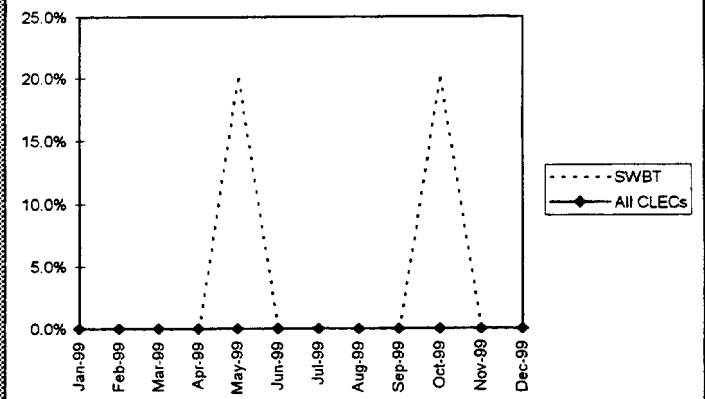
UNE Loop and Port Combination - ISDN					
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Aug-99	0	0	n/a	4.6%	Base < 10
Sep-99	0	0	n/a	5.7%	Base < 10
Oct-99	0	0	n/a	4.8%	Base < 10
Nov-99	0	0	n/a	5.5%	Base < 10
Dec-99	0	0	n/a	4.7%	Base < 10
12 Mo. Total	0	0	n/a	5.0%	



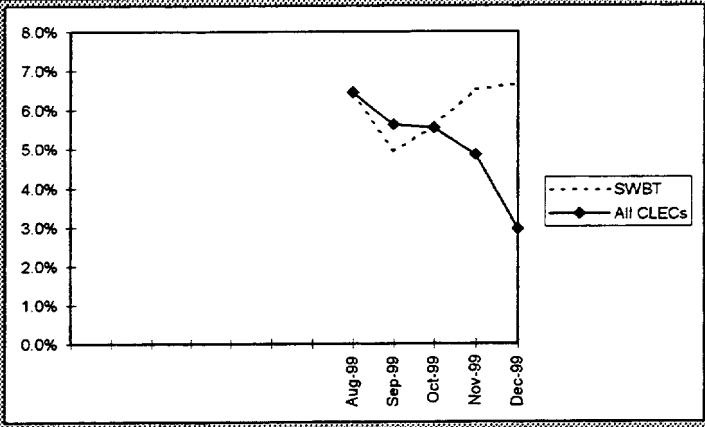
Provisioning - Specials (Resale)

Percent Trouble Reports on N,T,C Orders within 30 days

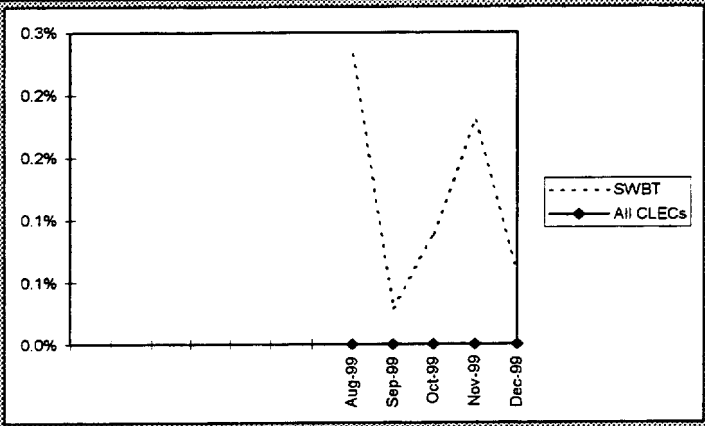
DS3					
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Jan-99	2	0	0.0%	0.0%	Base < 10
Feb-99	0	0	n/a	0.0%	Base < 10
Mar-99	0	0	n/a	0.0%	Base < 10
Apr-99	1	0	0.0%	0.0%	Base < 10
May-99	0	0	n/a	20.0%	Base < 10
Jun-99	0	0	n/a	n/a	Base < 10
Jul-99	0	0	n/a	0.0%	Base < 10
Aug-99	9	0	0.0%	0.0%	Base < 10
Sep-99	13	0	0.0%	0.0%	0.00
Oct-99	23	0	0.0%	20.0%	-2.21
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	n/a	Base < 10
12 Mo. Total	48	0	0.0%	10.9%	



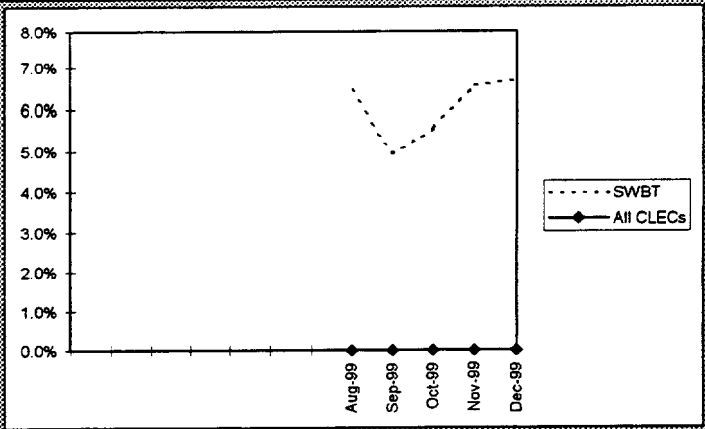
ISDN - BRI					
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Aug-99	31	2	6.5%	6.4%	0.01
Sep-99	71	4	5.6%	5.0%	0.26
Oct-99	72	4	5.6%	5.6%	-0.02
Nov-99	185	9	4.9%	6.5%	-0.88
Dec-99	135	4	3.0%	6.7%	-1.69
12 Mo. Total	494	23	4.7%	5.9%	



ISDN - PRI					
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Aug-99	0	0	n/a	0.2%	Base < 10
Sep-99	0	0	n/a	0.0%	Base < 10
Oct-99	0	0	n/a	0.1%	Base < 10
Nov-99	0	0	n/a	0.2%	Base < 10
Dec-99	0	0	n/a	0.1%	Base < 10
12 Mo. Total	0	0	n/a	0.1%	



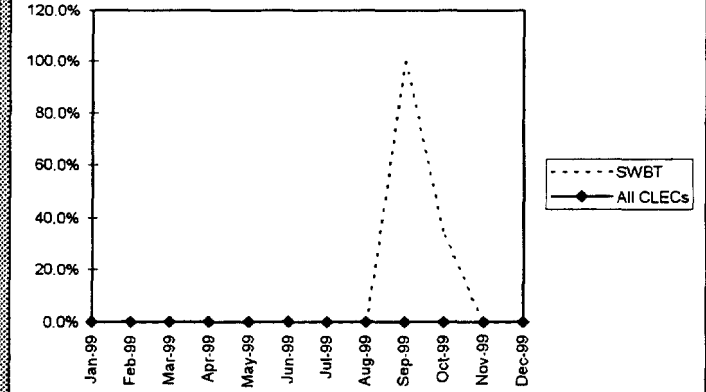
UNE Loop and Port Combination - ISDN					
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Aug-99	0	0	n/a	6.4%	Base < 10
Sep-99	0	0	n/a	5.0%	Base < 10
Oct-99	0	0	n/a	5.6%	Base < 10
Nov-99	0	0	n/a	6.5%	Base < 10
Dec-99	0	0	n/a	6.7%	Base < 10
12 Mo. Total	0	0	n/a	5.9%	



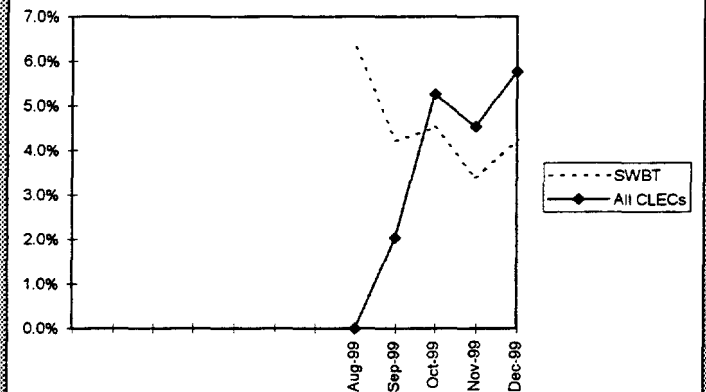
Provisioning - Specials (Resale)

Percent Trouble Reports on N,T,C Orders within 30 days

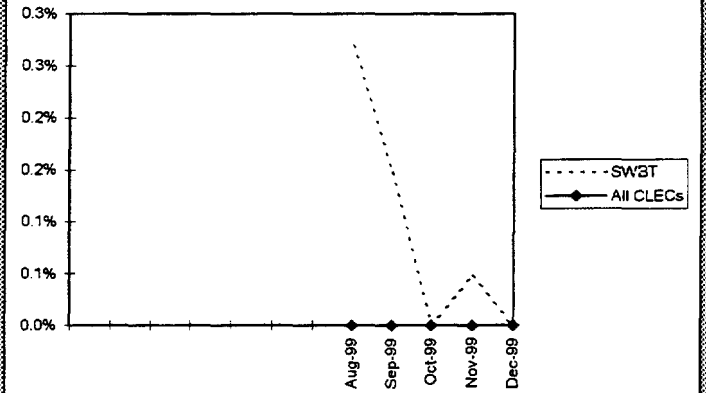
DS3					
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Jan-99	0	0	n/a	n/a	Base < 10
Feb-99	0	0	n/a	n/a	Base < 10
Mar-99	0	0	n/a	0.0%	Base < 10
Apr-99	0	0	n/a	0.0%	Base < 10
May-99	1	0	0.0%	0.0%	Base < 10
Jun-99	0	0	n/a	n/a	Base < 10
Jul-99	0	0	n/a	0.0%	Base < 10
Aug-99	0	0	n/a	0.0%	Base < 10
Sep-99	0	0	n/a	100.0%	Base < 10
Oct-99	2	0	0.0%	33.3%	Base < 10
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	n/a	Base < 10
12 Mo. Total	3	0	0.0%	13.3%	



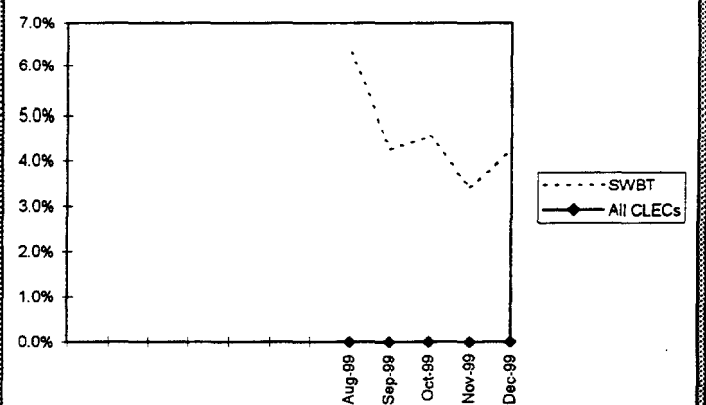
ISDN - BRI					
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Aug-99	28	0	0.0%	6.3%	-1.37
Sep-99	49	1	2.0%	4.2%	-0.75
Oct-99	38	2	5.3%	4.5%	0.21
Nov-99	44	2	4.5%	3.4%	0.41
Dec-99	52	3	5.8%	4.2%	0.51
12 Mo. Total	211	8	3.8%	4.5%	



ISDN - PRI					
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Aug-99	0	0	n/a	0.3%	Base < 10
Sep-99	0	0	n/a	0.1%	Base < 10
Oct-99	0	0	n/a	0.0%	Base < 10
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	0	0	n/a	0.1%	

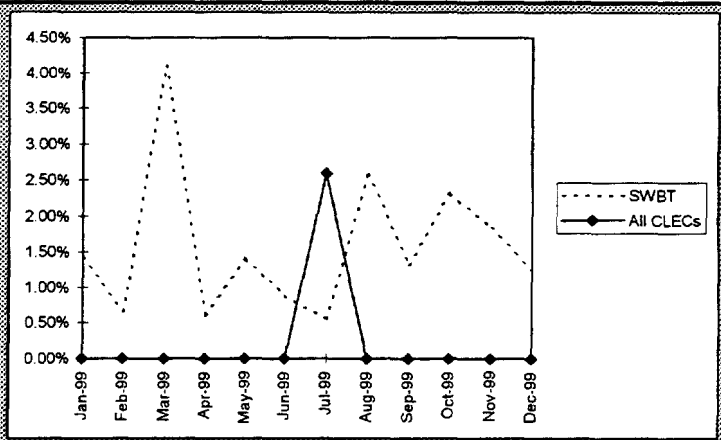


UNE Loop and Port Combination - ISDN					
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Aug-99	0	0	n/a	6.3%	Base < 10
Sep-99	0	0	n/a	4.2%	Base < 10
Oct-99	0	0	n/a	4.5%	Base < 10
Nov-99	0	0	n/a	3.4%	Base < 10
Dec-99	0	0	n/a	4.2%	Base < 10
12 Mo. Total	0	0	n/a	4.5%	

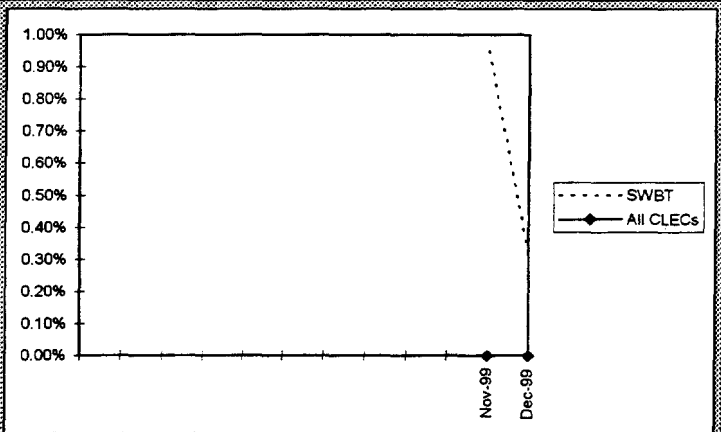


Percent Missed Due Dates Due to Lack of Facilities

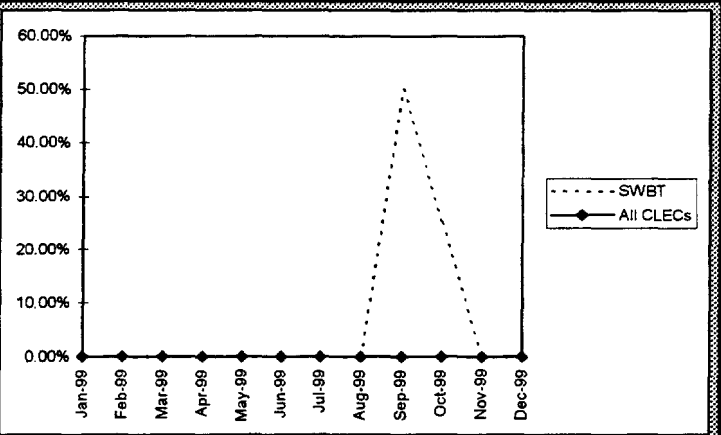
Measurement No. 47	VGPL				
	All CLECs			SWBT % Missed Due Dates	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates		
Jan-99	176	0	0.00%	1.43%	-1.60
Feb-99	72	0	0.00%	0.67%	-0.70
Mar-99	107	0	0.00%	4.10%	-2.14
Apr-99	80	0	0.00%	0.61%	-0.70
May-99	73	0	0.00%	1.41%	-1.02
Jun-99	97	0	0.00%	0.89%	-0.93
Jul-99	77	2	2.60%	0.56%	2.07
Aug-99	68	0	0.00%	2.59%	-1.34
Sep-99	159	0	0.00%	1.34%	-1.47
Oct-99	134	0	0.00%	2.33%	-1.78
Nov-99	106	0	0.00%	1.85%	-1.41
Dec-99	63	0	0.00%	1.26%	-0.90
12 Mo. Total	1,212	2	0.17%	1.59%	



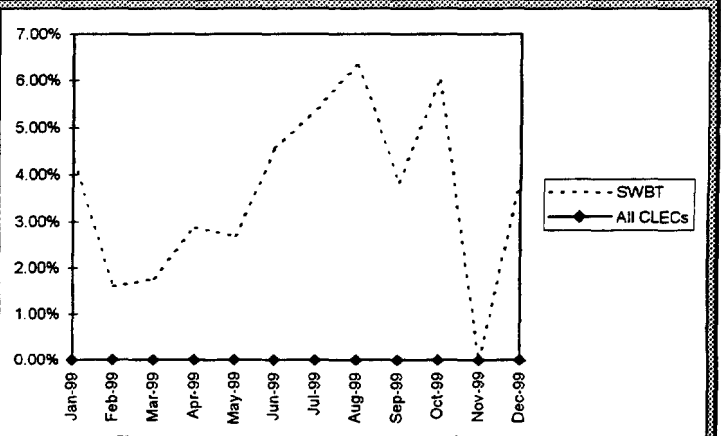
	Digital Subscriber Line (DSL)				
	All CLECs			SWBT % Missed Due Dates	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates		
Nov-99	3	0	0.00%	0.95%	Base < 10
Dec-99	1	0	0.00%	0.31%	Base < 10
12 Mo. Total	4	0	0.00%		

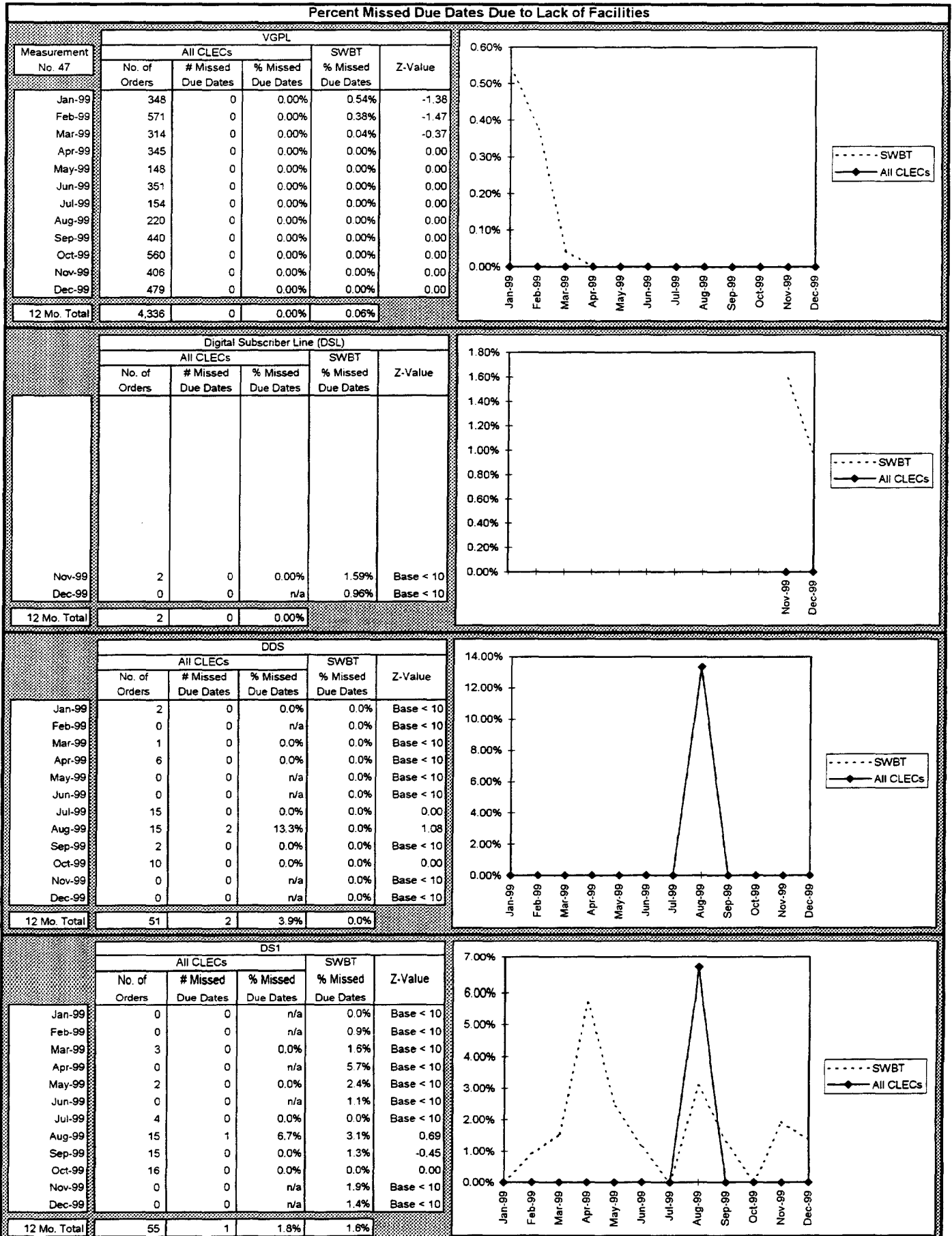


	DDS				
	All CLECs			SWBT % Missed Due Dates	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates		
Jan-99	0	0	n/a	0.0%	Base < 10
Feb-99	0	0	n/a	0.0%	Base < 10
Mar-99	0	0	n/a	0.0%	Base < 10
Apr-99	0	0	n/a	0.0%	Base < 10
May-99	0	0	n/a	0.0%	Base < 10
Jun-99	0	0	n/a	0.0%	Base < 10
Jul-99	5	0	0.0%	0.0%	Base < 10
Aug-99	0	0	n/a	0.0%	Base < 10
Sep-99	1	0	0.0%	50.0%	Base < 10
Oct-99	3	0	0.0%	25.0%	Base < 10
Nov-99	0	0	n/a	n/a	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	9	0	0.0%	0.0%	



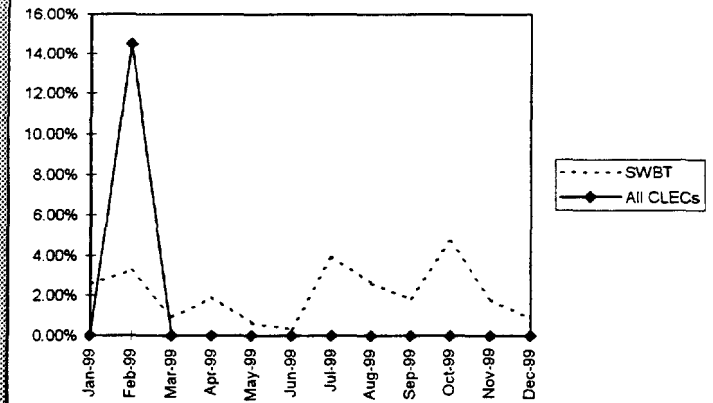
	DS1				
	All CLECs			SWBT % Missed Due Dates	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates		
Jan-99	0	0	n/a	4.3%	Base < 10
Feb-99	1	0	0.0%	1.6%	Base < 10
Mar-99	3	0	0.0%	1.8%	Base < 10
Apr-99	1	0	0.0%	2.9%	Base < 10
May-99	3	0	0.0%	2.7%	Base < 10
Jun-99	2	0	0.0%	4.5%	Base < 10
Jul-99	0	0	n/a	5.4%	Base < 10
Aug-99	1	0	0.0%	6.3%	Base < 10
Sep-99	0	0	n/a	3.8%	Base < 10
Oct-99	2	0	0.0%	6.0%	Base < 10
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	3.9%	Base < 10
12 Mo. Total	13	0	0.0%	3.6%	



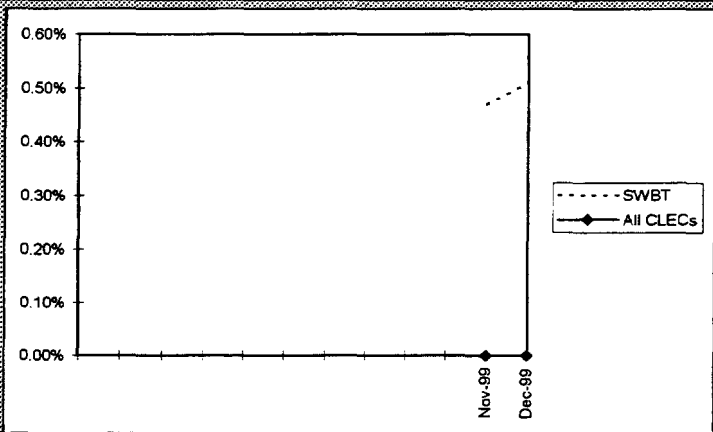


Percent Missed Due Dates Due to Lack of Facilities

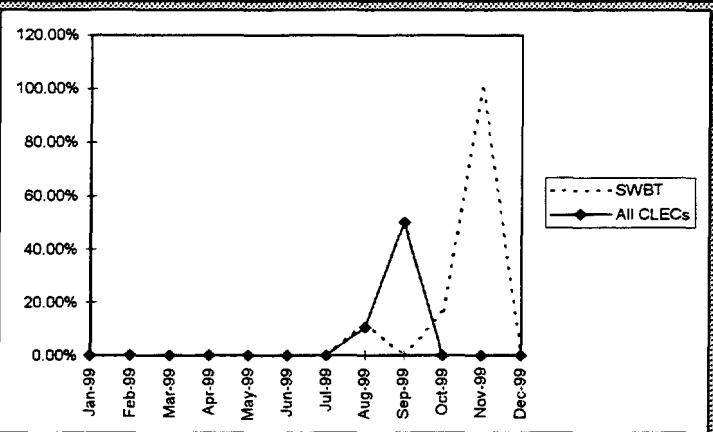
Measurement No. 47	VGPL				
	All CLECs			SWBT % Missed Due Dates	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates		
Jan-99	102	0	0.00%	2.62%	-1.65
Feb-99	69	10	14.49%	3.28%	4.82
Mar-99	72	0	0.00%	0.93%	-0.82
Apr-99	97	0	0.00%	1.95%	-1.39
May-99	50	0	0.00%	0.65%	-0.57
Jun-99	140	0	0.00%	0.34%	-0.69
Jul-99	136	0	0.00%	3.99%	-2.37
Aug-99	229	0	0.00%	2.63%	-2.49
Sep-99	193	0	0.00%	1.88%	-1.92
Oct-99	175	0	0.00%	4.74%	-2.94
Nov-99	247	0	0.00%	1.84%	-2.15
Dec-99	299	0	0.00%	0.91%	-1.65
12 Mo. Total	1,809	10	0.55%	2.13%	



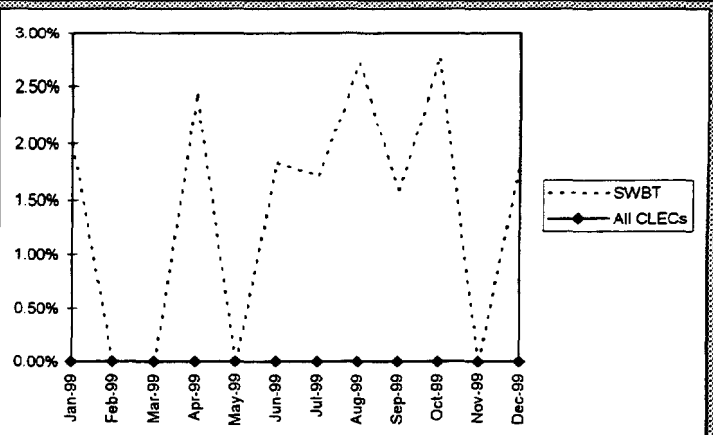
	Digital Subscriber Line (DSL)				
	All CLECs			SWBT % Missed Due Dates	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates		
Nov-99	3	0	0.00%	0.47%	Base < 10
Dec-99	2	0	0.00%	0.51%	Base < 10
12 Mo. Total	5	0	0.00%		



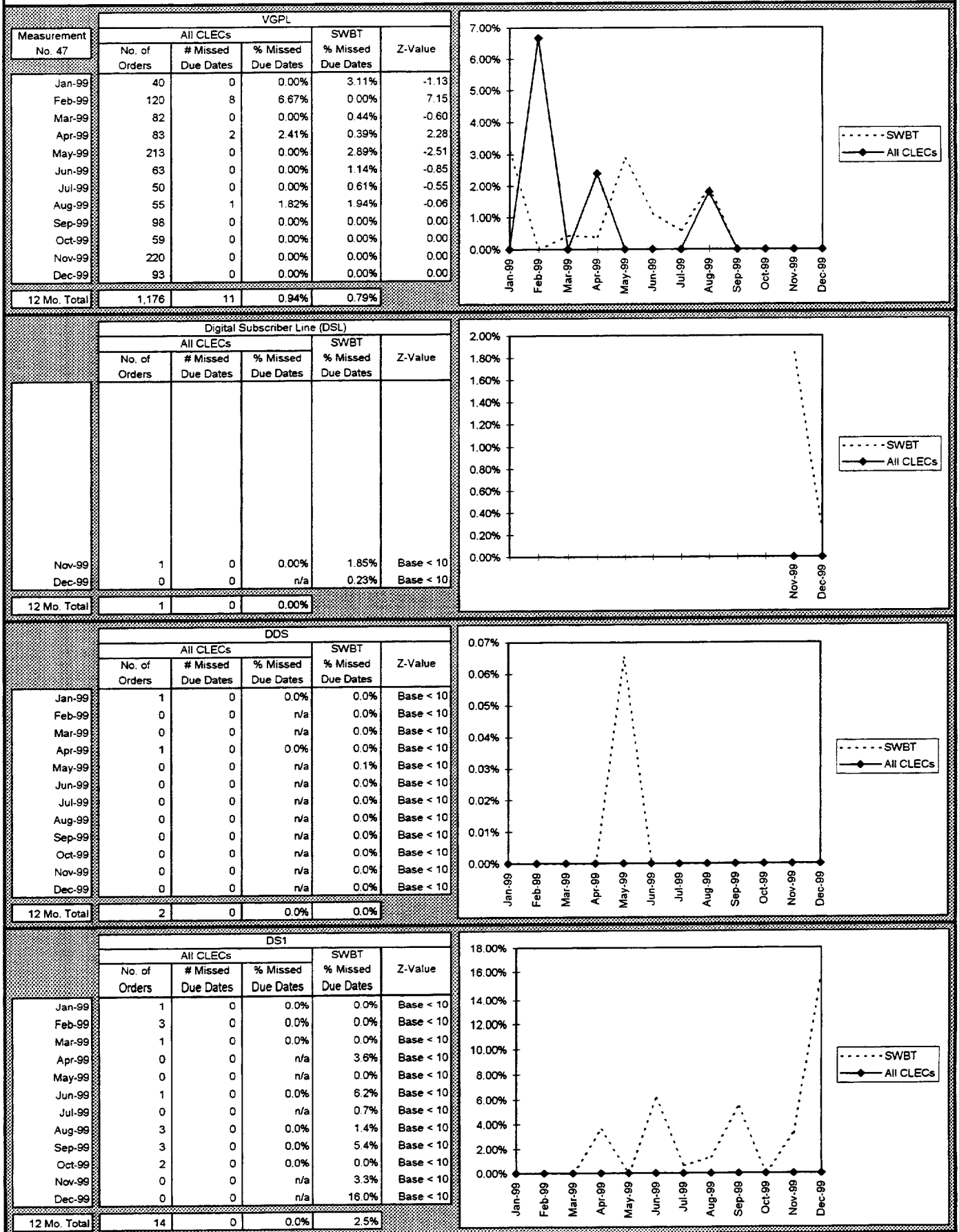
	DDS				
	All CLECs			SWBT % Missed Due Dates	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates		
Jan-99	1	0	0.0%	0.0%	Base < 10
Feb-99	0	0	n/a	0.0%	Base < 10
Mar-99	2	0	0.0%	0.0%	Base < 10
Apr-99	0	0	n/a	0.0%	Base < 10
May-99	0	0	n/a	0.0%	Base < 10
Jun-99	0	0	n/a	0.0%	Base < 10
Jul-99	7	0	0.0%	0.0%	Base < 10
Aug-99	19	2	10.5%	12.5%	-0.15
Sep-99	2	1	50.0%	0.0%	Base < 10
Oct-99	1	0	0.0%	16.7%	Base < 10
Nov-99	0	0	n/a	100.0%	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	32	3	9.4%	0.0%	

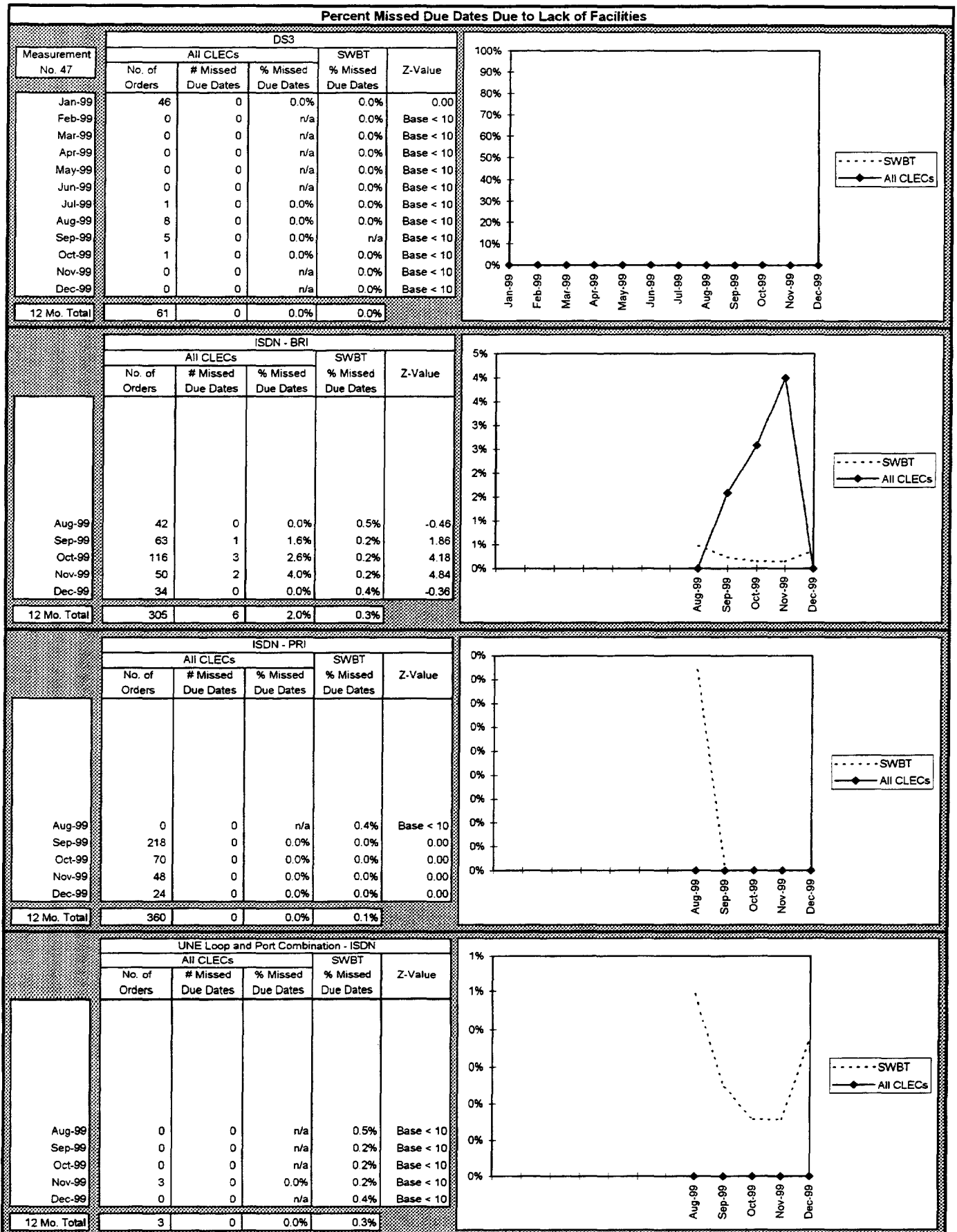


	DS1				
	All CLECs			SWBT % Missed Due Dates	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates		
Jan-99	0	0	n/a	2.0%	Base < 10
Feb-99	0	0	n/a	0.0%	Base < 10
Mar-99	0	0	n/a	0.0%	Base < 10
Apr-99	2	0	0.0%	2.4%	Base < 10
May-99	1	0	0.0%	0.0%	Base < 10
Jun-99	3	0	0.0%	1.9%	Base < 10
Jul-99	2	0	0.0%	1.7%	Base < 10
Aug-99	7	0	0.0%	2.7%	Base < 10
Sep-99	3	0	0.0%	1.6%	Base < 10
Oct-99	20	0	0.0%	2.7%	-0.75
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	1.8%	Base < 10
12 Mo. Total	38	0	0.0%	1.6%	



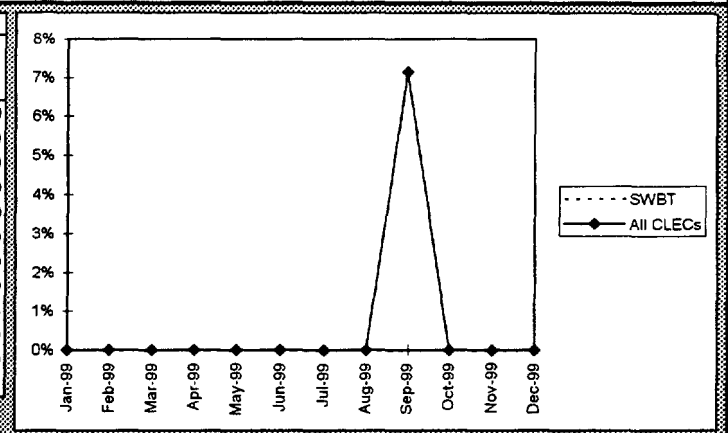
Percent Missed Due Dates Due to Lack of Facilities



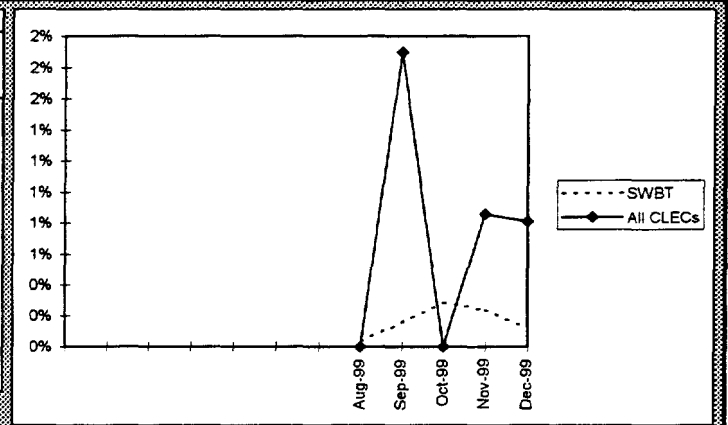


Percent Missed Due Dates Due to Lack of Facilities

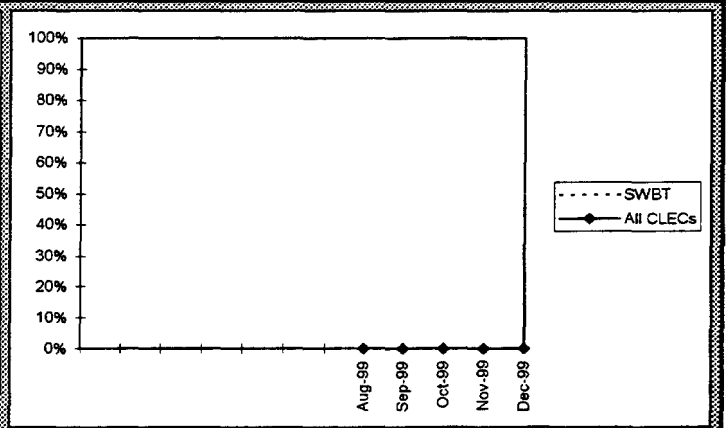
Measurement No. 47	DS3				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	0	0	n/a	0.0%	Base < 10
Feb-99	0	0	n/a	0.0%	Base < 10
Mar-99	0	0	n/a	0.0%	Base < 10
Apr-99	0	0	n/a	0.0%	Base < 10
May-99	0	0	n/a	0.0%	Base < 10
Jun-99	0	0	n/a	0.0%	Base < 10
Jul-99	3	0	0.0%	0.0%	Base < 10
Aug-99	9	0	0.0%	0.0%	Base < 10
Sep-99	14	1	7.1%	0.0%	0.28
Oct-99	28	0	0.0%	0.0%	0.00
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	54	1	1.9%	0.0%	



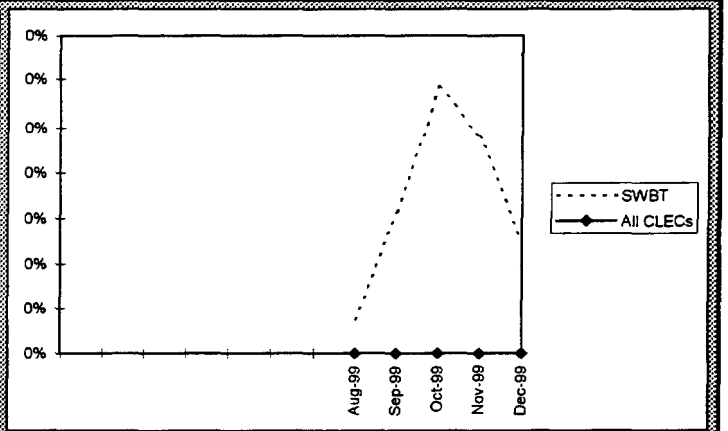
	ISDN - BRI				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	81	0	0.0%	0.0%	-0.18
Sep-99	158	3	1.9%	0.2%	4.17
Oct-99	181	0	0.0%	0.3%	-0.73
Nov-99	116	1	0.9%	0.2%	1.25
Dec-99	123	1	0.8%	0.1%	1.90
12 Mo. Total	659	5	0.8%	0.2%	



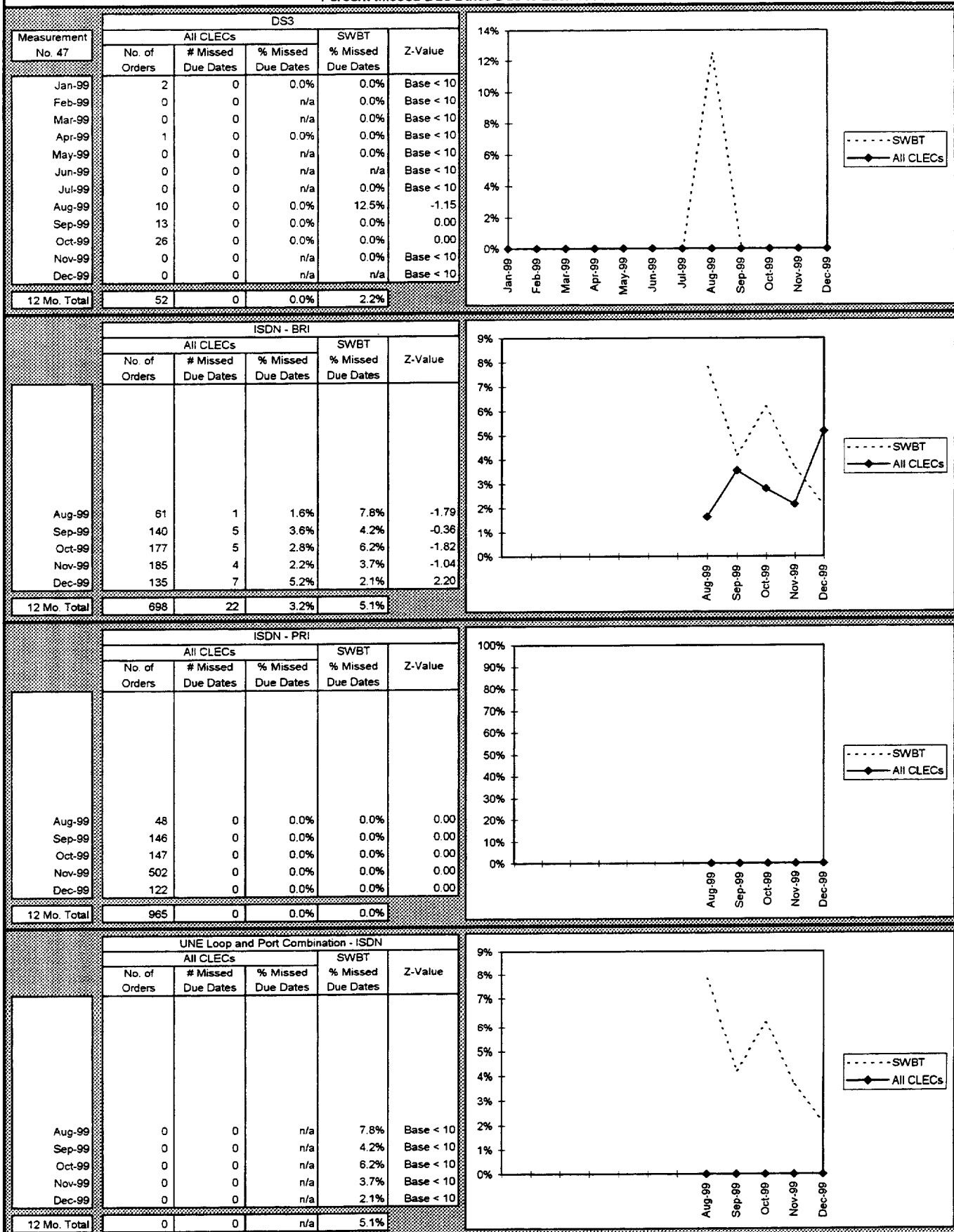
	ISDN - PRI				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	48	0	0.0%	0.0%	0.00
Sep-99	193	0	0.0%	0.0%	0.00
Oct-99	84	0	0.0%	0.0%	0.00
Nov-99	144	0	0.0%	0.0%	0.00
Dec-99	69	0	0.0%	0.0%	0.00
12 Mo. Total	538	0	0.0%	0.0%	



	UNE Loop and Port Combination - ISDN				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	0	0	n/a	0.0%	Base < 10
Sep-99	0	0	n/a	0.2%	Base < 10
Oct-99	0	0	n/a	0.3%	Base < 10
Nov-99	0	0	n/a	0.2%	Base < 10
Dec-99	0	0	n/a	0.1%	Base < 10
12 Mo. Total	0	0	n/a	0.2%	

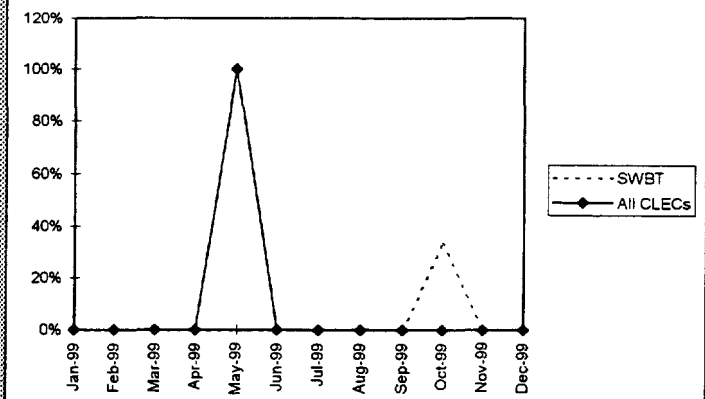


Percent Missed Due Dates Due to Lack of Facilities

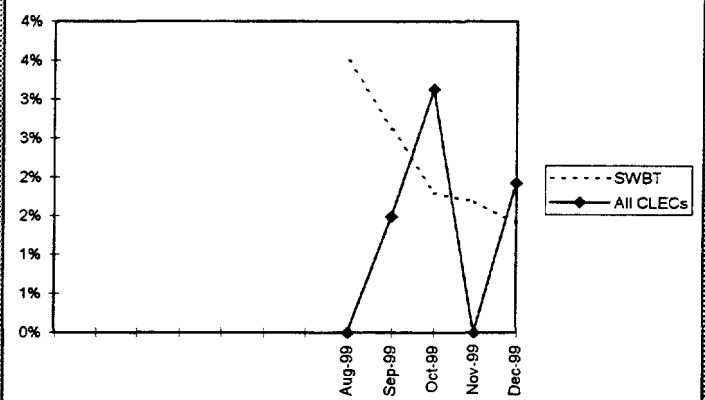


Percent Missed Due Dates Due to Lack of Facilities

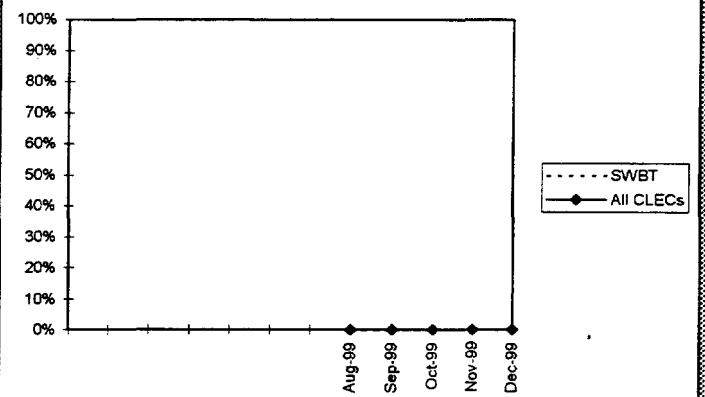
Measurement No. 47	DS3				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Jan-99	0	0	n/a	n/a	Base < 10
Feb-99	0	0	n/a	n/a	Base < 10
Mar-99	0	0	n/a	0.0%	Base < 10
Apr-99	0	0	n/a	0.0%	Base < 10
May-99	1	1	100.0%	0.0%	Base < 10
Jun-99	0	0	n/a	n/a	Base < 10
Jul-99	0	0	n/a	0.0%	Base < 10
Aug-99	0	0	n/a	0.0%	Base < 10
Sep-99	0	0	n/a	0.0%	Base < 10
Oct-99	2	0	0.0%	33.3%	Base < 10
Nov-99	0	0	n/a	0.0%	Base < 10
Dec-99	0	0	n/a	n/a	Base < 10
12 Mo. Total	3	1	33.3%	6.7%	



	ISDN - BRI				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	34	0	0.0%	3.5%	-1.11
Sep-99	67	1	1.5%	2.6%	-0.56
Oct-99	96	3	3.1%	1.8%	0.87
Nov-99	44	0	0.0%	1.7%	-0.87
Dec-99	52	1	1.9%	1.4%	0.29
12 Mo. Total	293	5	1.7%	2.2%	



	ISDN - PRI				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	116	0	0.0%	0.0%	0.00
Sep-99	97	0	0.0%	0.0%	0.00
Oct-99	25	0	0.0%	0.0%	0.00
Nov-99	24	0	0.0%	0.0%	0.00
Dec-99	0	0	n/a	0.0%	Base < 10
12 Mo. Total	262	0	0.0%	0.0%	



	UNE Loop and Port Combination - ISDN				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	
Aug-99	0	0	n/a	3.5%	Base < 10
Sep-99	0	0	n/a	2.6%	Base < 10
Oct-99	0	0	n/a	1.8%	Base < 10
Nov-99	1	0	0.0%	1.7%	Base < 10
Dec-99	0	0	n/a	1.4%	Base < 10
12 Mo. Total	1	0	0.0%	2.2%	

